



PAIA Manual

for the

Intercare Group of Companies

Table of Contents

1. Introduction to the Companies	3
2. The Companies and Their Information Officers	3
3. Guide of the Information Regulator	3
4. Records	4
5. Information Available in terms of Legislation.....	4
6. Records Automatically Available	5
7. Purpose of Processing Personal Information.....	5
8. Data Subjects, Their Personal Information and Potential Recipients	6
9. Personal Information Sent Across the Borders of the Republic of South Africa	7
10. Security Measures to Protect Personal Information.....	7
11. Procedure to Obtain Access to Records or Information.....	8
12. Fees Payable to Obtain the Requested Records or Information	8
13. Availability of this Manual	8

1. Introduction to the Companies

All the Intercare Group Companies are private companies, which are conducted in accordance with the requirements of the Companies Act 71 of 2008. The core business of these Group Companies is the provision of consulting services, infrastructure, premises, and finance to Intercare Medical and Dental Practices and Intercare Hospitals.

2. The Companies and Their Information Officers

This Manual applies to the Intercare Group Companies listed in the Annexure to this Manual. The details of the Information and Deputy Information Officers of all the Companies are also listed in the Annexure.

3. Guide of the Information Regulator

The Information Regulator compiled a Guide, in terms of Section 10 of the Promotion of Access to Information Act 2 of 2000 ("PAIA"), to assist persons wishing to exercise their rights in terms of this Act. 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,
- Legal remedies when access to information is denied,
- Assistance that the Information Regulator can provide,
- Mechanisms to obtain the contact details of Information Officers and
- Relevant legislation.

The Guide is available in all the official languages on the website (<https://www.justice.gov.za/infoereg/>) of the Information Regulator or can be obtained from the Information Regulator at:

Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Postal address: P O Box 31533, Braamfontein, Johannesburg, 2017

Email address: enquiries@infoeregulator.org.za

Website: <https://infoeregulator.org.za/>

The Guide can also be obtained upon request from the Information or Deputy Information Officer of the relevant Intercare Group Company. A copy of the Guide is available for public inspection during regular office hours at the offices of the Intercare Group Companies.

4. Records

The companies hold the following categories of records on the subjects specified:

Subjects on which the Intercare Group Companies hold records	Categories of records
Intercare Group Companies	Statutory and governance records, financial records, assets, business agreements and engagements, strategic records, insurance and medical indemnity cover records
Human resources (HR)	HR policies and procedures, healthcare practitioner and employee (including job applicant) records, advertised positions, health and safety records

5. Information Available in terms of Legislation

The Intercare Group Companies hold records as may be required in terms of the legislation specified in the table below subject to the specific protection offered by these laws.

Applicable Legislation	Category of Records
Basic Conditions of Employment Act 75 of 1997 and Labour Relations Act 66 of 1995	Employment contracts and related documentation
Broad-Based Black Economic Empowerment Act 53 of 2003	BEE status certificates
Companies Act 71 of 2008	Memoranda of Incorporation / Articles of Association and other statutory records
Consumer Protection Act 68 of 2008	Invoices related to services provided
Electronic Communications and Transactions Act 25 of 2002	Proof of electronic transactions
Employment Equity Act 55 of 1998	Employment equity reports
Nursing Act 33 of 2015	Proof of registration of healthcare practitioners
Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011	Tax-related information of directors, employees and the Intercare Group Companies
Occupational Health and Safety Act 85 of 1993 and Compensation for Occupational Injuries and Diseases Act 130 of 1993	Health and safety incidents, ergonomics records, claims and records related to the treatment of occupational diseases and injuries
Promotion of Access to Information Act 2 of 2000	PAIA Manual and PAIA Guide
Protection of Personal Information Act 4 of 2013	PAIA Manual and policies related to the protection of personal information

Skills Development Levies Act 9 of 1999 and Skills Development Act 97 of 1998	Records related to payment of levies and skills development reports
Unemployment Contributions Act 4 of 2002 and Unemployment Insurance Act 63 of 2001	Records related to payment of UIF contributions and relevant employee records
Value Added Tax Act 89 of 1991	VAT records

6. Records Automatically Available

The information on Intercare's website, <https://www.intercare.co.za/>, is automatically available without having to request access by completing Form 2. Access and usage of the information on the website are subject to the website terms and conditions as well as the Privacy Policy of the Intercare Group of Companies.

7. Purpose of Processing Personal Information

The Intercare Group Companies process personal information of data subjects for the following purposes:

- 7.1 to conduct, administer and manage the Intercare Group Companies in accordance with the law, including claiming and collecting payment for services rendered from clients,
- 7.2 for the provision of client services,
- 7.3 for client engagement and relationship management,
- 7.4 for conclusion and performance of contracts,
- 7.5 for the maintenance of Group Company records,
- 7.6 for employment and related matters,
- 7.7 for communication purposes,
- 7.8 for reporting to persons and bodies, as required and authorised in terms of the law or by the data subjects,
- 7.9 for historical, statistical and research purposes,
- 7.10 for clinical trials/research studies;
- 7.11 for procurement,
- 7.12 for enforcement of the Group Companies' rights, including legal defence purposes and/or
- 7.13 for any other lawful purpose related to the activities of a Group Company.

8. Data Subjects, Their Personal Information and Potential Recipients

The Intercare Group Companies hold personal information concerning the categories of data subjects specified below as relevant.

The Intercare Group Companies will share the personal information (including their records) of data subjects in general with the following persons and entities:

- Law enforcement and government agencies (e.g. South African Revenue Service [SARS] and the Companies and Intellectual Property Commission [CIPC]) or other related third parties: From time to time, the Group Companies may be required to provide personal information to a third party to comply with a subpoena, court order, government investigation, reporting obligation, or another legal process. If a Group Company discloses personal information in this way, it will reasonably attempt to provide the relevant data subject with advance notice unless it is prohibited from doing so or it is not appropriate in the circumstances,
- Corporate transactions: If a Group Company becomes insolvent or is involved in a merger, acquisition, reorganisation, or sale of all or a portion of the Company or its assets, the Group Company may share or transfer personal information as part of such corporate transaction,
- Staff of the Group Companies as may be required as part of their roles and functions,
- Service providers (such as IT service providers) who assist the Group Companies in running their businesses - only if it is necessary, subject to confidentiality undertakings and legislation protecting the privacy of the personal information,
- The accountants and/or auditors of the Group Companies,
- Professional advisers (including legal advisers) of the Group Companies and
- The insurers of the Group Companies (including medical indemnity cover providers of healthcare practitioners), if required in the unlikely event of a claim.

8.1 Directors, Shareholders, Employees and Job Applicants

Categories of Personal Information	Names and contact details, title, identity number/date of birth, statutory council number, registered profession, category of registration, position or role at the Group Company, nationality, gender, race, qualifications, specialisation, interests and other information included on CVs, membership of professional societies, relevant medical and disability information, employment-related information, tax-related information, bank details, professional indemnity cover, vetting reports (qualifications and criminal records), references of job applicants, correspondence, signatures of official signatories of the Group Company and FICA documentation.
-------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Additional Recipients	Potential	Board of Healthcare Funders of SA (BHF), funders, patients, clients, banks, NetCash, professional societies, hospitals, members of the public (information on the website), vetting and recruitment agencies, garnishee attorneys and next-of-kin.
------------------------------	------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

8.2 Group Companies

Categories of Personal Information	Person/entity's name and contact details, titles and contact details of relevant persons/office bearers, agreements and related information, registration numbers, business and financial information and correspondence.
Additional Potential Recipients	Banks, clients, funders, patients, attorneys, and debt collectors.

8.3 Clients, Vendors, Suppliers and Other Third Parties

Categories of Personal Information	Person/entity's name and contact details, titles and contact details of relevant persons/office bearers, agreements and related information, registration numbers, business and financial information, Broad-Based Black Economic Empowerment (BEE) documents and correspondence.
Additional Recipients	Potential Banks, clients, funders, patients, attorneys, and debt collectors.

9. Personal Information Sent Across the Borders of the Republic of South Africa

The Intercare Group Companies do not send any other personal information about any data subject to any third party in a foreign country in general. Should this be required, relevant data subject consent will be obtained, if needed, unless the information may be lawfully transferred across the borders. Transfers of such information will occur in accordance with the requirements of the law.

10. Security Measures to Protect Personal Information

The Intercare Group Companies are committed to ensuring the security of the personal information in their possession or under their control to protect it from unauthorised processing and access as well as loss, damage, or unauthorised destruction. The Group Companies continually review and update their information protection measures to ensure the security, integrity and confidentiality of this information in accordance with industry best practices. They adopt technical and organisational measures and internal policies to prevent unauthorised access, loss or use of personal information, for example, securing record storage areas, access control to records, and off-site data back-ups. Only directors,

employees and service providers who require access to the information to discharge their functions are permitted access to the relevant information subject to confidentiality undertakings and/or agreements imposing confidentiality obligations. They must adhere to strict policies and processes and are subject to sanctions for any security breach. All security breaches are taken seriously and are addressed in accordance with the law.

11. Procedure to Obtain Access to Records or Information

The fact that information and records are held by the Intercare Group Companies 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 (Form 2), which is available from reception or the Information or Deputy Information Officer of the relevant Group Company and the Information Regulator at the contact details stipulated above.

The requesters must provide sufficient details on the request form to enable the Information Officer to identify the record and the relevant requester. The requesters must identify the right they seek to exercise or protect and explain why the requested record 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/information or parts of the records/information may be refused in terms of the law. Requesters will be advised of the outcome of their requests.

12. Fees Payable to Obtain the Requested Records or Information

Fees may be charged for requesting and accessing information and records held by the Intercare Group Company. These fees are prescribed in terms of PAIA. Details of the fees payable may be obtained from reception or the Information or Deputy Officer. The fees are also available from the Information Regulator.

13. Availability of this Manual

A copy of this Manual is available for inspection, free of charge, at the Intercare Group Companies and on Intercare's website. A copy of the Manual may also be requested from the Information or Deputy Officer against payment of a fee as prescribed.

Annexure
Intercare Group Companies

Extracare by Intercare (Pty) Ltd

Registration Number: 2007/027553/07
Head of the Company: Dr Hendrik Hanekom
Physical Address: 6th Floor, Menlyn Central Towers, 125 Dallas Avenue, Menlyn,
Pretoria, 0181
Postal Address: Private Bag X40, Lynnwood Ridge, 0040
Telephone Number: +27 12 368 8889
Website address: www.intercare.co.za
Information Officer: Armand de Vries
Deputy Information Officer: Ilse Botha
Email address: informationofficer@intercare.co.za

Intercare Corporate Services (Pty) Ltd

Registration Number: 2008/008126/07
Head of the Company: Dr Hendrik Hanekom
Physical Address: 6th Floor, Menlyn Central Towers, 125 Dallas Avenue, Menlyn,
Pretoria, 0181
Postal Address: Private Bag X40, Lynnwood Ridge, 0040
Telephone Number: +27 12 368 8889
Website address: www.intercare.co.za
Information Officer: Armand de Vries
Deputy Information Officer: Ilse Botha
Email address: informationofficer@intercare.co.za

Intercare Group Hospital Holdings (Pty) Ltd

Registration Number: 2012/032574/07
Head of the Company: Dr Hendrik Hanekom
Physical Address: 6th Floor, Menlyn Central Towers, 125 Dallas Avenue, Menlyn, Pretoria, 0181
Postal Address: Private Bag X40, Lynnwood Ridge, 0040
Telephone Number: +27 12 368 8889
Website address: www.intercare.co.za
Information Officer: Mario van der Westhuizen
Deputy Information Officer: Ilse Botha
Email address: informationofficer@intercare.co.za

Intercare Holdings (Pty) Ltd

Registration Number: 2009/003376/07
Head of the Company: Dr Hendrik Hanekom
Physical Address: 6th Floor, Menlyn Central Towers, 125 Dallas Avenue, Menlyn, Pretoria, 0181
Postal Address: Private Bag X40, Lynnwood Ridge, 0040
Telephone Number: +27 12 368 8889
Website address: www.intercare.co.za
Information Officer: Armand de Vries
Deputy Information Officer: Ilse Botha
Email address: informationofficer@intercare.co.za

Intercare Hospital Holdings (Pty) Ltd

Registration Number: 2008/023829/07
Head of the Company: Dr Hendrik Hanekom
Physical Address: 6th Floor, Menlyn Central Towers, 125 Dallas Avenue, Menlyn, Pretoria, 0181
Postal Address: Private Bag X40, Lynnwood Ridge, 0040
Telephone Number: +27 12 368 8889
Website address: www.intercare.co.za
Information Officer: Mario van der Westhuizen
Deputy Information Officer: Ilse Botha
Email address: informationofficer@intercare.co.za

Intercare Managed Health Care (Pty) Ltd

Registration Number: 1992/005899/07
Head of the Company: Dr Hendrik Hanekom
Physical Address: 6th Floor, Menlyn Central Towers, 125 Dallas Avenue, Menlyn, Pretoria, 0181
Postal Address: Private Bag X40, Lynnwood Ridge, 0040
Telephone Number: +27 12 368 8889
Website address: www.intercare.co.za
Information Officer: Mario van der Westhuizen
Deputy Information Officer: Ilse Botha
Email address: informationofficer@intercare.co.za

Intercare Marketing (Pty) Ltd

Registration Number: 2008/003093/07
Head of the Company: Dr Hendrik Hanekom
Physical Address: 6th Floor, Menlyn Central Towers, 125 Dallas Avenue, Menlyn, Pretoria, 0181
Postal Address: Private Bag X40, Lynnwood Ridge, 0040
Telephone Number: +27 12 368 8889
Website address: www.intercare.co.za
Information Officer: Armand de Vries
Deputy Information Officer: Ilse Botha
Email address: informationofficer@intercare.co.za

Intercare Medical and Dental Centre Holdings (Pty) Ltd

Registration Number: 2008/015714/07
Head of the Company: Dr Hendrik Hanekom
Physical Address: 6th Floor, Menlyn Central Towers, 125 Dallas Avenue, Menlyn, Pretoria, 0181
Postal Address: Private Bag X40, Lynnwood Ridge, 0040
Telephone Number: +27 12 368 8889
Website address: www.intercare.co.za
Information Officer: Mario van der Westhuizen
Deputy Information Officer: Ilse Botha
Email address: informationofficer@intercare.co.za

Intercare Salubrity (Pty) Ltd

Registration Number: 2008/020161/07
Head of the Company: Dr Hendrik Hanekom
Physical Address: 6th Floor, Menlyn Central Towers, 125 Dallas Avenue, Menlyn, Pretoria, 0181
Postal Address: Private Bag X40, Lynnwood Ridge, 0040
Telephone Number: +27 12 368 8889
Website address: www.intercare.co.za
Information Officer: Armand de Vries
Deputy Information Officer: Ilse Botha
Email address: informationofficer@intercare.co.za

Novahealth (Pty) Ltd

Registration Number: 2000/003400/07
Head of the Company: Dr Hendrik Hanekom
Physical Address: 6th Floor, Menlyn Central Towers, 125 Dallas Avenue, Menlyn,
Pretoria, 0181
Postal Address: Private Bag X40, Lynnwood Ridge, 0040
Telephone Number: +27 12 368 8889
Website address: www.intercare.co.za
Information Officer: Dr Hendrik Hanekom
Deputy Information Officer: Ilse Botha
Email address: informationofficer@intercare.co.za