



PAIA Manual

for

Dental Practices

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1. INTRODUCTION TO THE DENTAL PRACTICES

All the dental practices to which this Manual applies, are structured as personal liability (incorporated) companies incorporated under the laws of South Africa and are administered by the Intercare Group of Companies. These practices are conducted in accordance with the requirements of the Health Professions Act 56 of 1974 and are subject to the authority of the Health Professions Council of South Africa (“HPCSA”). The practitioners practising at these practices are registered at the HPCSA and provide health care services within the scope and ambit of their registration, competence and training. The practitioners are bound by the Ethical Rules of the HPCSA, which include the duty to preserve patient confidentiality.

2. PRACTICES AND THEIR CONTACT DETAILS

This Manual is applicable to the following dental practices:

Intercare Blaauwberg

Practice Name:	Drs. Geyser, Rabe & Associates Inc.
Practice Number:	050000 0379352
Registration Number:	2004/030603/21
Head of the Practice:	Dr Riana Rabe
Physical Address:	Cnr Link Road & Park Drive, Parklands, Blaauwberg, 7441
Postal Address:	P O Box 60387, Table View, 7439
Telephone Number:	021 521 9000
Email address:	blaauwberg@intercare.co.za
Website address:	www.intercare.co.za
Information Officer:	Roelof Steenkamp
Deputy Information Officer:	Adrie Lotz
Email address:	informationofficer@intercare.co.za

Intercare Castle Gate

Practice Name: Dr. Carien N Van Den Berg & Associates Inc.

Practice Number: 054000 0962333

Registration Number: 2021/734548/21

Head of the Practice: Dr Carien van den Berg

Physical Address: Castle Gate Lifestyle Centre, 478 Koedoesnek Avenue,
Waterkloof Ridge, Pretoria, 0181

Postal Address: Private Bag X40, Lynnwood Ridge, 0400

Telephone Number: 012 880 6100

Email address: castlegate@intercare.co.za

Website address: www.intercare.co.za

Information Officer: Roelof Steenkamp

Deputy Information Officer: Marié Schouwstra

Email address: informationofficer@intercare.co.za

Intercare Fourways

Practice Name: Dr. A Thorius & Associates Inc.

Practice Number: 054000 0322075

Registration Number: 2003/013076/21

Head of the Practice: Dr Hendrik Hanekom

Physical Address: Cnr Fourways Boulevard & Short Street, Fourways,
2055

Postal Address: P O Box 764, Witkoppen, 2068

Telephone Number: 011 745 6700

Email address: fourways@intercare.co.za

Website address: www.intercare.co.za

Information Officer: Roelof Steenkamp

Deputy Information Officer: Charné Blom

Email address: informationofficer@intercare.co.za

Intercare Glenfair

Practice Name: Dr. A Weber & Partners Inc.

Practice Number: 054000 0085189

Registration Number: 2002/007370/21

Head of the Practice: Dr Arno Weber

Physical Address: Glenfair Shopping Centre, Cnr Lynnwood & Daventry Roads, Lynnwood Manor, 0081

Postal Address: P O Box 310, Newlands, 0049

Telephone Number: 012 368 8800

Email address: glenfair@intercare.co.za

Website address: www.intercare.co.za

Information Officer: Roelof Steenkamp

Deputy Information Officer: Gizelle Appels

Email address: informationofficer@intercare.co.za

Intercare Glen Marais

Practice Name: Drs. De Villiers, Fouché & Associates Inc.

Practice Number: 050000 0383902

Registration Number: 2009/009923/21

Head of the Practice: Dr Hendrik Hanekom

Physical Address: Cavendish Glen Shopping Centre, Cnr Monument & Rietfontein Roads, Glen Marais Ext 25, Kempton Park, 1619

Postal Address: P O Box 10715, Aston Manor, 1630

Telephone Number: 011 922 5000

Email address: glenmarais@intercare.co.za

Website address: www.intercare.co.za

Information Officer: Roelof Steenkamp

Deputy Information Officer: Ada Botes

Email address: informationofficer@intercare.co.za

Intercare Gonubie

Practice Name: Dr. Cornelius & Associates Inc.

Practice Number: 054000 0296341

Registration Number: 2008/007490/21

Head of the Practice: Dr Hannes Cornelius

Physical Address: Shop 45, King's Mall, Cnr Main Road & Gulls Way,
Gonubie, 5257

Postal Address: P O Box 131, Gonubie, 5256

Telephone Number: 043 711 4400

Email address: gonubie@intercare.co.za

Website address: www.intercare.co.za

Information Officer: Roelof Steenkamp

Deputy Information Officer: Lizelle Kruger

Email address: informationofficer@intercare.co.za

Intercare Irene

Practice Name: Dr. Y Ferreira-Botha & Associates Inc.

Practice Number: 050000 0523216

Registration Number: 2007/010990/21

Head of the Practice: Dr Marilie Wewege

Physical Address: Southdowns Centre, Cnr John Vorster Drive & Karee
Street, Irene, 0157

Postal Address: P O Box 314, Irene, 0062

Telephone Number: 012 685 5500

Email address: irene@intercare.co.za

Website address: www.intercare.co.za

Information Officer: Roelof Steenkamp

Deputy Information Officer: Theresa Bence

Email address: informationofficer@intercare.co.za

Intercare Mall@55

Practice Name: Dr. C Slabbert & Associates (RF) Inc.
Practice Number: 054000 0708933
Registration Number: 2017/244042/21
Head of the Practice: Dr Christo Slabbert
Physical Address: Shop 41, Cnr R55 & Marais Road, Monavoni, Centurion
0149
Postal Address: P O Box 75832, Lynnwood Ridge, 0040
Telephone Number: 012 880 1300
Email address: mall@55@intercare.co.za
Website address: www.intercare.co.za

Information Officer: Roelof Steenkamp
Deputy Information Officer: Ivena Venter
Email address: informationofficer@intercare.co.za

Intercare Milnerton

Practice Name: Dr. Linton Brown & Associates Inc.
Practice Number: 054000 0275603
Registration Number: 2007/026594/21
Head of the Practice: Dr Linton Brown
Physical Address: 117 Racecourse Road, Milnerton, Cape Town, 7441
Postal Address: Private Bag X40, Lynnwood Ridge, 0040
Telephone Number: 021 879 5200
Email address: milnerton@intercare.co.za
Website address: www.intercare.co.za

Information Officer: Roelof Steenkamp
Deputy Information Officer: Jonathan van Rensburg
Email address: informationofficer@intercare.co.za

Intercare Northriding

Practice Name: Dr. D Naidoo & Associates Inc.

Practice Number: 054000 0877239

Registration Number: 2020/018245/21

Head of the Practice: Dr Denisha Naidoo

Physical Address: Northlands Corner Shopping Centre, Cnr Witkoppen Road & New Market Street, Northriding, Randburg, 2196

Postal Address: Private Bag X40, Lynnwood Ridge, 0040

Telephone Number: 010 880 0999

Email address: northriding@intercare.co.za

Website address: www.intercare.co.za

Information Officer: Roelof Steenkamp

Deputy Information Officer: Nayoka Miller

Email address: informationofficer@intercare.co.za

Intercare Sandton

Practice Name: Dr. S M Horwitz & Associates Inc.

Practice Number: 054000 0719471

Registration Number: 2017/244081/21

Head of the Practice: Dr Stephen Horwitz

Physical Address: 200 Rivonia Road, Morningside, 2196

Postal Address: P O Box 75832, Lynnwood Ridge, 0040

Telephone Number: 010 880 1500

Email address: sandton@intercare.co.za

Website address: www.intercare.co.za

Information Officer: Roelof Steenkamp

Deputy Information Officer: Rashika Ramdayal

Email address: informationofficer@intercare.co.za

Intercare Silver Lakes

Practice Name: Drs. Olivier, Booyens & Associates Inc.

Practice Number: 050000 0332135

Registration Number: 2007/028488/21

Head of the Practice: Dr Gerhard Olivier

Physical Address: Hazeldean Square, Cnr Lynnwood & Silver Lakes Roads, Silver Lakes, 0081

Postal Address: P O Box 72876, Lynnwood Ridge, 0040

Telephone Number: 012 809 6000

Email address: silverlakes@intercare.co.za

Website address: www.intercare.co.za

Information Officer: Roelof Steenkamp

Deputy Information Officer: Carlo Swarts

Email address: informationofficer@intercare.co.za

Intercare Tramshed

Practice Name: Dr. S J Motladi & Associates (RF) Inc.

Practice Number: 054000 0816779

Registration Number: 2019/302898/21

Head of the Practice: Dr Santho Motladi

Physical Address: The Tramshed Shopping Centre, Cnr Francis Baard & Lilian Ngoyi Streets, Pretoria, 0001

Postal Address: P O Box 75832, Lynnwood Ridge, 0040

Telephone Number: 012 880 3600

Email address: tramshed@intercare.co.za

Website address: www.intercare.co.za

Information Officer: Roelof Steenkamp

Deputy Information Officer: Mario Jacobs

Email address: informationofficer@intercare.co.za

Intercare Tyger Valley

Practice Name: Dr. Hartshorne & Associates Inc.
Practice Number: 050000 0307475
Registration Number: 2004/012200/21
Head of the Practice: Dr Greeff Moolman
Physical Address: 43 Old Oak Road, Tyger Valley, Bellville, 7530
Postal Address: P O Box 3211, Tyger Valley, 7536
Telephone Number: 021 943 3500
Email address: tygervalley@intercare.co.za
Website address: www.intercare.co.za

Information Officer: Roelof Steenkamp
Deputy Information Officer: Maruschka Karstel
Email address: informationofficer@intercare.co.za

Intercare Walmer

Practice Name: Drs. Froom, Van der Merwe, Pieters & Associates Inc.
Practice Number: 054000 0280887
Registration Number: 2007/031888/21
Head of the Practice: Dr Johan van der Merwe
Physical Address: King's Court Mall, Cnr Buffelsfontein & Titan Roads, Walmer, 6070
Postal Address: P O Box 211102, Figtree, 6033
Telephone Number: 041 395 9600
Email address: walmer@intercare.co.za
Website address: www.intercare.co.za

Information Officer: Roelof Steenkamp
Deputy Information Officer: Desiré de Wit
Email address: informationofficer@intercare.co.za

Intercare Wilgeheuwel

Practice Name: Dr. Vermeulen & Associates Inc.

Practice Number: 054000 0313939

Registration Number: 2008/021412/21

Head of the Practice: Dr Harry Vermeulen

Physical Address: Lifestyle Crossing, Cnr Hendrik Potgieter & Nic Diederichs Roads, Wilgeheuwel, 1724

Postal Address: Postnet Suite 86, Private Bag X5, Strubens Valley, 1735

Telephone Number: 011 674 9300

Email address: wilgeheuwel@intercare.co.za

Website address: www.intercare.co.za

Information Officer: Roelof Steenkamp

Deputy Information Officer: Priscilla Coetzee

Email address: informationofficer@intercare.co.za

Intercare Wonderboom

Practice Name: Dr R H R Jones & Associates Inc.

Practice Number: 054000 0320587

Registration Number: 2008/026334/21

Head of the Practice: Dr Richard Jones

Physical Address: Wonderboom Junction Shopping Centre, Cnr Steve Biko & Lavender Roads, Wonderboom, 0182

Postal Address: P O Box 16345, Pretoria North, 0116

Telephone Number: 012 543 4000

Email address: wonderboom@intercare.co.za

Website address: www.intercare.co.za

Information Officer: Roelof Steenkamp

Deputy Information Officer: Rosina Sekgoelea

Email address: informationofficer@intercare.co.za

Intercare Woodburn

Practice Name: Dr. C C Webb & Associates Inc.

Practice Number: 054000 0884472

Registration Number: 2020/116175/21

Head of the Practice: Dr Cassandra Webb

Physical Address: Woodburn Square, 15 Woodhouse Road, Scottsville,
Pietermaritzburg, 3201

Postal Address: Private Bag X40, Lynnwood Ridge, 0040

Telephone Number: 033 880 0300

Email address: woodburn@intercare.co.za

Website address: www.intercare.co.za

Information Officer: Roelof Steenkamp

Deputy Information Officer: Pragashnie Naidoo

Email address: informationofficer@intercare.co.za

Intercare Woodhill

Practice Name: Dr. Corné van Geer & Associates Inc.

Practice Number: 054000 0349887

Registration Number: 2009/015687/21

Head of the Practice: Dr Corné van Geer

Physical Address: Parkview Lifestyle Centre, Cnr Garsfontein Road &
Netcare Street, Moreletapark, 0181

Postal Address: P O Box 100494, Moreleta Plaza, 0167

Telephone Number: 012 995 4300

Email address: woodhill@intercare.co.za

Website address: www.intercare.co.za

Information Officer: Roelof Steenkamp

Deputy Information Officer: Yvette Visser

Email address: informationofficer@intercare.co.za

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

The Guide can also be obtained upon request from the Information Officer of a practice. A copy of the Guide is available for public inspection during normal office hours at the various practices.

4. RECORDS HELD BY THE PRACTICE

The practices hold the following categories of records:

4.1 Records relating to the form of practice:

Documents related to the establishment of the practices, their incorporation, their directors and shareholders as required in terms of the Companies Act 71 of 2008; shareholders’ agreements; other statutory records; governance documents (e.g., practice policies, minutes of meetings); practice code number registrations and other related documents.

4.2 Employment records:

Employment contracts; statutory council registration and related records; conditions of employment and workplace policies; salary registers; relevant tax records; leave records; essential services' permits and correspondence.

4.3 Patient records:

Dental records; patient forms; payment-related records and correspondence.

4.4 Referral records:

Referral notes and reports.

4.5 Clinical trial / research studies records:

Records related to clinical trials / research studies.

4.6 Health and safety records:

Evacuation plan; health and safety incident reports.

4.7 Financial records:

Financial statements; auditors' reports; accounting records; bank statements; invoices, statements and receipts; remittance advices; VAT records; tax returns and related documentation.

4.8 Records related to assets:

Asset registers; purchase records; financing and lease agreements; sale and purchase agreements; registers and records kept in terms of the Medicines and Related Substances Act 101 of 1965; stock sheets; delivery notes and orders.

4.9 Agreements:

Agreements and related documentation with service providers, contractors, consultants, suppliers, vendors, medical schemes, locums and professional assistants; agreements and documents related to clinical trials.

4.10 Records relating to legal matters:

Complaints, legal documents and legal opinions.

4.11 Public and private body (e.g., regulators and medical schemes) records:

Official documents published; benefit schedules and correspondence.

4.12 Insurance records (including professional indemnity cover):

Policies, cover, claims and related records.

5. INFORMATION AVAILABLE IN TERMS OF LEGISLATION

The practices 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
Children's Act 38 of 2005	Consent forms
Companies Act 71 of 2008	Memorandum of Incorporation / Articles of Association and other statutory records
Consumer Protection Act 68 of 2008 and Medical Schemes Act 131 of 1998	Invoices related dental treatment provided
Disaster Management Act 57 of 2002	COVID-19 screening records
Electronic Communications and Transaction Act 25 of 2002	Proof of electronic transactions (Data messages)
Employment Equity Act 55 of 1998	Employment equity reports
Health Professions Act 56 of 1974	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 companies
Medicines and Related Substances Act 101 of 1965	Records related to prescriptions and orders of medicine
National Health Act 61 of 2003	Dental records and consent documents, where necessary
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 treatment of occupational diseases and injuries
Promotion of Access to Information Act 2 of 2000	PAIA Manual and PAIA Guide

Applicable Legislation	Category of Records
Protection of Personal Information Act 4 of 2013	PAIA Manual and policies related to the protection of personal information, including a record-keeping policy
Road Accident Fund Act 56 of 1996	Records and invoices related to treatment of dental-related injuries sustained in road accidents
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 the website 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 Intercare.

7. PURPOSE OF PROCESSING PERSONAL INFORMATION

The practices process personal information of data subjects for the following purposes:

- 7.1 to conduct and manage the practices in accordance with the law, including the administration of the practices and claiming and collecting payment for services rendered from relevant funders, patients and/or responsible persons / entities;
- 7.2 for treatment and care of patients;
- 7.3 for communication purposes;
- 7.4 for the maintenance of practice and patient records;
- 7.5 for employment and related matters of practitioners;
- 7.6 for reporting to persons and bodies, including referring practitioners, as required and authorised in terms of the law or by the data subjects;
- 7.7 for historical, statistical and research purposes;
- 7.8 for clinical trials / research studies;

- 7.9 for procurement;
- 7.10 for enforcement of the practice's rights; and/or
- 7.11 for any other lawful purpose related to the activities of the practice.

8. DATA SUBJECTS, THEIR PERSONAL INFORMATION AND POTENTIAL RECIPIENTS OF INFORMATION

The practices hold the personal information in respect of the categories of data subjects specified below as may be relevant in the circumstances. The potential recipients of this information are also specified. Information and records are only disclosed to recipients as may be necessary in the circumstances and authorised in terms of the law or otherwise with the consent of the relevant data subjects.

8.1 Practitioners

Categories of personal information:

Full names and surnames; titles; contact details; addresses; identity numbers; race; gender; nationality; qualifications; registered professions and categories of registration; HPCSA registration numbers; employment related information; Curriculum Vitae (“CVs”) and information included therein; references; relevant health information; health and safety-related incidents; records created in the performance of their duties; proof of professional indemnity insurance; leave records; remuneration; employment benefits; absenteeism information; bank details; tax numbers and related tax information; next-of-kin details and correspondence.

Potential recipients:

Other practitioners; South African Revenue Service (“SARS”); relevant statutory and other public bodies (e.g., Board of Healthcare Funders of SA [“BHF”]); funders; relevant service providers, contractors and suppliers; patients; banks; professional societies; bodies performing peer review; hospitals; members of the public (through the website and booking platforms); legal and professional advisers; insurers; law enforcement structures; auditors; executors of estates; potential purchaser of practice.

8.2 Job Applicants

Categories of personal information:

Names and surnames; titles; CVs and information included therein; contact details; addresses; identity numbers; race; gender; nationality; qualifications; registered professions and categories of registration; statutory council registration numbers; employment history and related information; relevant health information; interview notes; references and correspondence.

Potential Recipients:

Practitioners; relevant service providers, contractors and suppliers; legal and professional advisers; auditors; law enforcement structures; and potential purchaser of practice.

8.3 Patients

Categories of personal information:

Names and surnames; titles; contact details; addresses; identity numbers / dates of birth; gender; nationality; employers and their contact details; dental history; health information, including diagnoses and procedures performed; COVID-19 screening information; referral notes; clinical trial / research study participation information; adverse events; next-of-kin / guarantors / authorised persons' details; amounts due for services rendered; and correspondence.

Potential recipients:

Treating and referring practitioners; relevant service providers, contractors and suppliers; relevant statutory and other public bodies; funders (e.g., medical schemes, the Compensation Commissioner, the Road Accident Fund); hospitals; legal and professional advisers; auditors; executors of estates; next-of-kin / guarantors / authorised persons; debt collectors; attorneys; law enforcement structures; and potential purchaser of practice.

8.4 Referring Practitioners

Categories of personal information:

Names and surnames; titles; contact details; addresses; practice code numbers; registered professions; and correspondence.

Potential recipients:

Practitioners; relevant service providers, contractors and suppliers; relevant statutory and other public bodies; funders; auditors; law enforcement structures; legal and professional advisers and potential purchaser of practice.

8.5 Hospitals / Health Care Facilities**Categories of personal information:**

Names; contact details; relevant employees' / office bearers' / contact persons' details; website addresses; practice code numbers; hospital/facility privilege-related information and correspondence.

Potential recipients:

Practitioners; relevant service providers, contractors and suppliers; auditors; legal and professional advisers and potential purchaser of practice.

8.6 Service Providers, Contractors, Vendors and Suppliers**Categories of personal information:**

Names and surnames; titles; organisation names and details; relevant employees' / office bearers' / contact persons' details; contact details; addresses; website addresses; opinions; correspondence; COVID-19 screening information (visitors); market information; price structures; financial arrangements and VAT numbers.

Potential recipients:

Practitioners; relevant service providers, contractors and suppliers; banks; auditors; legal and professional advisers; law enforcement structures and potential purchaser of practice.

8.7 Insurers**Categories of personal information:**

Names and contact details; premiums; benefits and correspondence.

Potential recipients:

Practitioners; relevant service providers, contractors and suppliers; auditors; legal and professional advisers; relevant public bodies; law enforcement structures and potential purchaser of the practice.

8.8 Public and private bodies and other persons

Categories of personal information:

Names; contact details; relevant employees' / office bearers' / contact persons' details; fee / benefit structures; rules; information published in the public domain (e.g., benefit schedules, policies); payment-related information (e.g., invoices, remittances, statements); other business-related information VAT numbers; COVID-19 screening information of visitors; and correspondence.

Potential recipients:

Practitioners; relevant service providers, contractors and suppliers; legal and professional advisers; patients; debt collectors; auditors; public; relevant public and private bodies; law enforcement structures and potential purchaser of the practice.

9. PERSONAL INFORMATION SENT ACROSS THE BORDERS OF THE REPUBLIC OF SOUTH AFRICA

The practices are not planning to send any other personal information about any data subject to any other third party in a foreign country. Should this be required, relevant data subject consent will be obtained, if required, 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 practices are committed to ensuring the security of the personal information in their possession or under their control in order to protect it from unauthorised processing and access as well as loss, damage or unauthorised destruction. They continually review and update their information protection measures to ensure the security, integrity and confidentiality of this information in accordance with industry best practices. The measures they adopt to ensure the security of personal information, includes technical and organisational measures and internal policies to prevent unauthorised access, loss or use of personal information, for example, the securing of record storage areas; access control to records; and off-site data back-ups.

In addition, only those practitioners and employees that require access to the information to treat patients and discharge their functions are permitted access to the relevant information and only if they have concluded agreements with or provided undertakings to the practices requiring them to implement appropriate security measures and to maintain the confidentiality of the information. Service providers, suppliers and vendors are required to adhere to the strict policies and processes implemented by the practices 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 practices 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 Officer of the practices 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 records or 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 practice. These fees are prescribed in terms of PAIA. Details of the fees payable may be obtained from reception or the Information 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 practices and on the website. A copy of the Manual may also be requested from the Information Officer against payment of a fee as may be advised.