



PAIA Manual

for the

Intercare Group of Companies

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1. INTRODUCTION TO THE COMPANIES

All the companies to which this Manual applies are private companies, which are conducted in accordance with the requirements of the Companies Act 71 of 2008. The core business of these companies is the provision of consulting services, infrastructure, premises, and finance to private medical and dental practices, as well as private day and sub-acute, and specialized hospitals managed by the Intercare Group of Companies.

2. CONTACT DETAILS OF THE COMPANIES

This Manual is applicable to the following companies:

Extracare by Intercare (Pty) Ltd

Registration Number:	2007/027553/07
Head of the Company:	Dr Hendrik Hanekom
Physical Address:	6 th 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: Lydia Labuschagne
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: Lydia Labuschagne

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: Liani Wenhold

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: Liani Wenhold

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

Nebacare (Pty) Ltd

Registration Number: 2003/030506/07
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

Nebavest 68 (Pty) Ltd

Registration Number: 2009/009856/07
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:	6 th 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

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/inforeg/>) 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@inforegulator.org.za

The Guide can also be obtained upon request from the Information Officer of the relevant group company. A copy of the Guide is available for public inspection during normal office hours at the office of Intercare.

4. RECORDS HELD BY THE COMPANIES

The companies hold the following categories of records:

4.1 Records relating to the companies, directors and shareholders:

Documents pertaining to private companies as required by the Companies Act 71 of 2008, including, but not limited to the prescribed certificates, memorandum and articles of association, forms and registers of directors and shareholders, company rules, minute books, resolutions, and shareholders' agreements.

4.2 Employment records:

Employment contracts; conditions of employment and workplace policies such as leave policies; employment equity and skills development plans and reports; salary and wage register; documents related to disciplinary proceedings, arbitration awards, CCMA (Commission for Conciliation, Mediation and Arbitration) and other legal cases; expense accounts; performance management records; relevant tax records and information pertaining to employees.

4.3 Financial records:

Annual financial statements, including directors' reports; auditor's reports; accounting records; bank statements; invoices, statements, receipts and related documents; copies of tax returns and documents relating to income tax and VAT, including payments made and VAT registration.

4.4 Health and safety records:

Evacuation plan; information related to the Health and Safety Committee / Officer; health and safety incident reports.

4.5 Client records:

Agreements and related information, including clients' records required to perform the client agreements.

4.6 Group company records:

Agreements and related information.

4.7 Records related to assets:

Asset registers; purchase records; financing and lease agreements; sale and purchase agreements; stock sheets; delivery notes and orders.

4.8 Agreements:

Managed care and medical scheme agreements; agreements concerning the provision of infrastructure, goods and services or materials; agreements with consultants, contractors, and suppliers; and debt collection agreements; agreements with tenants.

4.9 Records relating to legal matters:

Complaints; legal documents; and legal opinions.

4.10 Insurance records (including professional indemnity cover):

Policies, cover, claims and related records.

5. INFORMATION AVAILABLE IN TERMS OF LEGISLATION

The company holds 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	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 medical services provided
Disaster Management Act 57 of 2002	COVID-19 screening records
Electronic Communications and Transactions Act 25 of 2002	Proof of electronic transactions (Data messages)

Applicable Legislation	Category of Records
Employment Equity Act 55 of 1998	Employment equity reports
Health Professions Act 56 of 1974 and Nursing Act 33 of 2015	Proof of registration of practitioners
Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011	Tax-related information of directors, employees and the companies
National Health Act 61 of 2003	Medical 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
Protection of Personal Information Act 4 of 2013	PAIA Manual and policies related to the protection of personal information, including a record-keeping policy
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 companies process personal information of data subjects for the following purposes:

- 7.1 to conduct and manage the companies in accordance with the law, including the administration of the companies and claiming and collecting payment for services rendered from clients;
- 7.2 for the provision of client services;
- 7.3 for client and potential client engagement and management of relationships;
- 7.4 for conclusion and performance of contracts;
- 7.5 for the maintenance of company and staff records;
- 7.6 for employment and related matters of staff;
- 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 company's rights; and/or
- 7.13 for any other lawful purpose related to the activities of the company.

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

The companies 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 Directors, shareholders and employees

Categories of personal information:

Full names and surnames; titles; contact details e.g. addresses, telephone numbers, email addresses; identity / passport numbers; dates of birth; race; gender; nationalities; qualifications; statutory council registration numbers; occupations / registered professions; employment history and information; positions held; job descriptions; banking details; relevant

medical history; criminal behaviour and history; correspondence; medical scheme, health insurance and provident fund membership; tax numbers and returns; leave records; remuneration; employment benefits; absenteeism information; biometric information; performance and disciplinary records; training records; and next-of-kin and dependant details.

Potential recipients:

Relevant public and private bodies (e.g., SA Revenue Services (SARS), CCMA, SETA and funders); Companies and Intellectual Property Commission (CIPC); relevant suppliers, contractors and vendors; patients; banks; NetCash; vetting agencies; medical schemes and health insurance companies; provident fund provider; legal and professional advisers; garnishee attorneys; insurers; law enforcement structures; auditors; and clients.

8.2 Job Applicants

Categories of personal information:

Full names and surnames; titles; contact details; identity / passport numbers; age; race; gender; nationality; citizenship; work permits; qualifications; registered professions; employment history and related information; relevant health and disability information; COVID-19 screening information; information included in CVs; interview notes; references; competency assessments; and correspondence.

Potential Recipients:

Directors and relevant employees; legal and professional advisers; law enforcement structures and auditors.

8.3 Group companies

Categories of personal information:

Company names and contact details e.g., addresses, telephone numbers and email addresses; names, surnames and contact details of office bearers, employees and contact persons; identity / passport numbers; registration numbers; fee structures; other business-related information; VAT numbers; and correspondence.

Potential Recipients:

Directors and relevant employees; SARS; funders; relevant suppliers and vendors; clients; banks; legal and professional advisers; insurers; law enforcement structures and auditors.

8.4 Clients (medical and dental practices and hospitals)

Categories of personal information:

Names, addresses and contact details (addresses, telephone number and email addresses); names, surnames and contact details of practitioners and employees; information supplied during contracting process; information included in agreements; transactional information; payment-related information; clients' data subjects' personal information required to perform agreements; VAT numbers; and correspondence.

Potential Recipients:

Directors and relevant employees; SARS; funders; relevant suppliers and vendors; recipients identified by / agreed with clients; banks; legal and professional advisers; insurers; law enforcement structures and auditors.

The PAIA Manuals of clients (i.e., medical and dental practices and hospitals) must be consulted for personal information processed in relation to their data subjects.

8.5 Tenants

Categories of personal information:

Full names and surnames; nationality; contact details e.g., address, telephone numbers and e-mail addresses of tenants; identity / passport numbers; statutory council registration numbers; registered professions; payment records; transactional information; bank details and/or other financial information; tax numbers; trade references; and correspondence.

Potential Recipients:

Directors and relevant employees; SARS; funders; relevant suppliers and vendors; clients; banks; legal and professional advisers; insurers; law enforcement structures and auditors.

8.6 Contractors, vendors and suppliers

Categories of personal information:

Full names and surnames; titles; company names; relevant staff details; contact details e.g., addresses, telephone numbers and email addresses, website addresses; opinions; correspondence; track records; price structures; financial arrangements; transactional information; VAT numbers; and Broad-Based Black Economic Empowerment (BBBEE) certificates / documents.

Potential recipients:

Banks; auditors; legal and professional advisers; insurers; law enforcement structures; auditors; funders; and clients.

8.7 Other public and private bodies and other persons**Categories of personal information:**

Body names and contact details e.g., addresses, telephone numbers and email addresses; names, surnames and contact details of office bearers, employees and contact persons; registration numbers; fee structures; other business-related information VAT numbers; BBBEE certificates / documents; COVID-19 screening information of visitors; and correspondence.

Potential recipients:

Auditors; legal and professional advisers; relevant public and private bodies; insurers; law enforcement structures; and clients.

8.8 Insurers**Categories of personal information:**

Full names and surnames; contact details e.g., addresses, telephone numbers and email addresses; premiums; policies; VAT numbers; and correspondence.

Potential recipients:

Auditors; legal and professional advisers; insurers and law enforcement structures.

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

The companies 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 companies 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, include technical and organisational measures and internal policies to prevent unauthorised access, loss or use of personal information, for example, mechanisms to secure records, 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 are required to adhere to the 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 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 Officer of the company 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 companies 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.