



**PAIA Manual**

**for**

**Medical Practices**

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## 1. INTRODUCTION TO THE MEDICAL PRACTICES

All the medical 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 medical practices:

<b>Intercare Bedfordview</b>
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<b>Practice Name:</b>	Dr. J van Eck & Associates Inc.
<b>Practice Number:</b>	014000 1110551
<b>Registration Number:</b>	2023/803937/21
<b>Head of the Practice:</b>	Dr Johann van Eck
<b>Physical Address:</b>	1 <sup>st</sup> Floor, Village View Centre, 41 Van Buuren Road, Bedfordview, Germiston, 2008
<b>Postal Address:</b>	Private Bag X40, Lynnwood Ridge, 0040
<b>Telephone Number:</b>	010 158 0000
<b>Email address:</b>	<a href="mailto:bedfordview@intercare.co.za">bedfordview@intercare.co.za</a>
<b>Website address:</b>	<a href="http://www.intercare.co.za">www.intercare.co.za</a>
<b>Information Officer:</b>	Liani Wenhold
<b>Deputy Information Officer:</b>	
<b>Email address:</b>	<a href="mailto:informationofficer@intercare.co.za">informationofficer@intercare.co.za</a>

<b>Intercare Blaauwberg</b>
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**Practice Name:** Drs. Richards, Kennedy & Associates Inc.

**Practice Number:** 014000 0168270

**Registration Number:** 2004/030781/21

**Head of the Practice:** Dr Neil Richards

**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](mailto:blaauwberg@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Adrie Lotz

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Castle Gate</b>
------------------------------

**Practice Name:** Drs. Merchant, Van Heerden, Van Staden & Associates Inc.

**Practice Number:** 014000 0965936

**Registration Number:** 2021/788380/21

**Head of the Practice:** Dr Deon van Heerden

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

**Postal Address:** Private Bag X40, Lynnwood Ridge, 0040

**Telephone Number:** 012 880 6100

**Email address:** [castlegate@intercare.co.za](mailto:castlegate@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Megan Dey-Van Heerden

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Century City</b>
-------------------------------

**Practice Name:** Drs. Hanley, Furman & Associates Inc.

**Practice Number:** 014000 0591068

**Registration Number:** 2015/136736/21

**Head of the Practice:** Dr Konrad Bekker

**Physical Address:** Central Park on Park Lane, Cnr Century Way & Park Lane, Grand Central Precinct, Century City, Cape Town, 7441

**Postal Address:** P O Box 515, Century City, 7446

**Telephone Number:** 021 879 0100

**Email address:** [centurycity@intercare.co.za](mailto:centurycity@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Laurie Wiid

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Fourways</b>
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**Practice Name:** Dr. K. Smit & Associates Inc.

**Practice Number:** 014000 0534560

**Registration Number:** 2003/013239/21

**Head of the Practice:** Dr Chantal de Pinheiro

**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](mailto:fourways@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Charné Blom

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Glenfair</b>
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**Practice Name:** Dr Siebert Van Onselen & Associates Inc.

**Practice Number:** 014000 0085227

**Registration Number:** 2002/007606/21

**Head of the Practice:** Dr Wiek Labuschagne

**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](mailto:glenfair@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Lizl Coppejans

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Glen Marais</b>
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**Practice Name:** Dr. Mamiala & Associates Inc.

**Practice Number:** 014000 0341630

**Registration Number:** 2009/008770/21

**Head of the Practice:** Dr Thapelo Mamiala

**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](mailto:glenmarais@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Lucia Ngoepe

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Gonubie</b>
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**Practice Name:** Dr. Egbert Weis & Associates Inc.

**Practice Number:** 014000 0295132

**Registration Number:** 2008/005199/21

**Head of the Practice:** Dr Michelle Brink

**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](mailto:gonubie@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:**

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Irene</b>
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**Practice Name:** Drs. Du Plooy & Associates Inc.

**Practice Number:** 014000 0259179

**Registration Number:** 2007/010945/21

**Head of the Practice:** Dr Henry du Plooy

**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](mailto:irene@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Theresa Bence

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Linden</b>
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**Practice Name:** Dr A Anwary & Associates Inc.

**Practice Number:** 014000 1046101

**Registration Number:** 2022/607927/21

**Head of the Practice:** Dr Azhar Anwary

**Physical Address:** Linden Lanes, Cnr 3<sup>rd</sup> Avenue & 6<sup>th</sup> Street, Linden, Johannesburg, 2195

**Postal Address:** Private Bag X40, Lynnwood Ridge, 0040

**Telephone Number:** 010 157 5300

**Email address:** [linden@intercare.co.za](mailto:linden@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:**

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Mall@55</b>
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**Practice Name:** Drs. Mogashane, Kolapan & Associates Inc.

**Practice Number:** 014000 0708879

**Registration Number:** 2017/297020/21

**Head of the Practice:** Dr Thapelo Mogashane

**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](mailto:mall@55@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Ada Botes

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)



<b>Intercare Milnerton</b>
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**Practice Name:** Dr. J.B. Nieuwoudt & Associates Inc.  
**Practice Number:** 014000 0933775  
**Registration Number:** 2020/909594/21  
**Head of the Practice:** Dr John Nieuwoudt  
**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](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold  
**Deputy Information Officer:** Jonathan van Rensburg  
**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Northriding</b>
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**Practice Name:** Dr. P Zondo & Associates Inc.  
**Practice Number:** 014000 0877042  
**Registration Number:** 2020/017003/21  
**Head of the Practice:** Dr Patricia Zondo  
**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](mailto:northriding@intercare.co.za)  
**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold  
**Deputy Information Officer:** Nayoka Miller  
**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Panorama</b>
---------------------------

**Practice Name:** Drs. Barnard, Van der Merwe, Theron & Associates (RF) Inc.

**Practice Number:** 014000 0633003

**Registration Number:** 2016/147169/21

**Head of the Practice:** Dr William Barnard

**Physical Address:** Panorama Healthcare Centre, Cnr Rothschild Boulevard & Hennie Winterbach Street, Panorama, 7500

**Postal Address:** P O Box 15847, Panorama, 7506

**Telephone Number:** 021 879 0400

**Email address:** [panorama@intercare.co.za](mailto:panorama@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Theresa du Toit

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Sandton</b>
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**Practice Name:** Dr. Frye & Associates Inc.

**Practice Number:** 014000 0717967

**Registration Number:** 2017/286054/21

**Head of the Practice:** Dr Colin Frye

**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](mailto:sandton@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Simran Ramdin

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Silver Lakes</b>
-------------------------------

**Practice Name:** Dr. A N Venter & Associates Inc.

**Practice Number:** 050000 0472085

**Registration Number:** 2007/028505/21

**Head of the Practice:** Dr Nico Venter

**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](mailto:silverlakes@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Ronel Jansen

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Summerstrand</b>
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**Practice Name:** Drs. Kilian, Conradie, Loots & Associates Inc.

**Practice Number:** 014000 0701815

**Registration Number:** 2017/111970/21

**Head of the Practice:** Dr André Kilian

**Physical Address:** Intercare Medical Centre, 1, 8th Avenue, Summerstrand, 6019

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

**Telephone Number:** 041 583 2121

**Email address:** [summerstrand@intercare.co.za](mailto:summerstrand@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Zelda van Tonder

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Tramshed</b>
---------------------------

**Practice Name:** Dr. T. Mamiala & Associates Inc.

**Practice Number:** 014000 0813990

**Registration Number:** 2019/253320/21

**Head of the Practice:** Dr Gert Swart

**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](mailto:tramshed@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Mario Jacobs

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Tyger Valley</b>
-------------------------------

**Practice Name:** Drs. Wolfaardt, Le Roux, Lindeque, Burger, Van Putten & Associates Inc.

**Practice Number:** 014000 0154288

**Registration Number:** 2004/013510/21

**Head of the Practice:** Dr Leon Kinghorn

**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](mailto:tygervalley@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Maruschka Karstel

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Walmer</b>
-------------------------

**Practice Name:** Dr. Lynda Pascoe & Associates Inc.

**Practice Number:** 014000 0280860

**Registration Number:** 2007/031878/21

**Head of the Practice:** Dr Lynda Pascoe

**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](mailto:walmer@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Desiré Mathee

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Waterstone</b>
-----------------------------

**Practice Name:** Drs. Herbst, Latsky & Associates Inc.

**Practice Number:** 014000 1074245

**Registration Number:** 2022/843113/21

**Head of the Practice:** Dr Hein Herbst

**Physical Address:** Waterstone Village, Cnr Main Road & R44, Helderberg,  
Somerset West, 7130

**Postal Address:** Private Bag X40, Lynnwood Ridge, 0040

**Telephone Number:** 021 891 1100

**Email address:** [waterstone@intercare.co.za](mailto:waterstone@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Leandré van der Merwe

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Wilgeheuwel</b>
------------------------------

**Practice Name:** Drs. Witthuhn, Nana & Associates Inc.

**Practice Number:** 014000 0313920

**Registration Number:** 2008/021033/21

**Head of the Practice:** Dr Sandhia Nana

**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](mailto:wilgeheuwel@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Priscilla Coetzee

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Wonderboom</b>
-----------------------------

**Practice Name:** Drs. Snyman, Terblanche & Associates Inc.

**Practice Number:** 014000 0320579

**Registration Number:** 2008/026336/21

**Head of the Practice:** Dr Pieter Snyman

**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](mailto:wonderboom@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Natasha Lamprecht

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Woodburn</b>
---------------------------

**Practice Name:** Drs. Sitsila Van Staden & Associates Inc.

**Practice Number:** 014000 0883239

**Registration Number:** 2020/017978/21

**Head of the Practice:** Dr Mark van Staden

**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](mailto:woodburn@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Roxy Naidoo

**Email address:** [informationofficer@intercare.co.za](mailto:informationofficer@intercare.co.za)

<b>Intercare Woodhill</b>
---------------------------

**Practice Name:** Drs. De Beer, Pretorius & Associates Inc.

**Practice Number:** 014000 0349895

**Registration Number:** 2009/015013/21

**Head of the Practice:** Dr Ina de Beer

**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](mailto:woodhill@intercare.co.za)

**Website address:** [www.intercare.co.za](http://www.intercare.co.za)

**Information Officer:** Liani Wenhold

**Deputy Information Officer:** Karien van Greunen

**Email address:** [informationofficer@intercare.co.za](mailto: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/inforeq/>) 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](mailto: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:**

Medical 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.

<b>Applicable Legislation</b>	<b>Category of Records</b>
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 to medical 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)
<b>Applicable Legislation</b>	<b>Category of Records</b>
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 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	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
Road Accident Fund Act 56 of 1996	Records and invoices related to treatment of 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; and 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; medical 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.