ACCESS TO INFORMATION MANUAL

COMPILED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO. 2 OF 2000

read together with the

THE PROTECTION OF PERSONAL INFORMATION ACT,

NO 4 OF 2013 ("POPIA")

TITLE:	PAIA MANUAL
DOCUMENT NUMBER:	POP004
DEPARTMENT:	POPI COMMITTEE
EFFECTIVE DATE:	December 2021. Reviewed October 2026
NEXT REVIEW DATE:	December 2028
COMPILED BY:	Taryn Laas
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Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	**"CEO"**	Chief Executive Officer
1.2	**"DIO"**	Deputy Information Officer;
1.3	**"IO"**	Information Officer;
1.4	**"Minister"**	Minister of Justice and Correctional Services;
1.5	**"PAIA"**	Promotion of Access to Information Act No. 2 of 2000(as Amended;
1.6	**"POPIA"**	Protection of Personal Information Act No.4 of 2013;
1.7	**"Regulator"**	Information Regulator; and
1.8	**"Republic"**	Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;

2.2 have a sufficient understanding of the subjects on which the body holds records and the categories of records held on each subject;

2.3 know the description of the records of the body which are available in accordance with any other legislation;

2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;

2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;

2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;

2.8 know the recipients or categories of recipients to whom the personal information may be supplied;

2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and

2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

2.11 The purpose of this manual is to facilitate requests for access to records of Busamed (Pty) Ltd of entities as listed in Annexure A to this manual.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF BUSAMED (PTY) LTD

3.1. Information Officer

Name:	Mr Thabiso Buku
Tel:	+27 31 277 2109
Email:	compliance@busamed.co.za

3.2. Deputy Information Officers

Hospital Name:	Busamed Bram Fischer Private Hospital
Name:	Dr. Mosoeu Mongangane
Tel:	+27 51 412 4212

Email:	compliance@busamed.co.za
Hospital Name:	Busamed Gateway Private Hospital
Name:	Rafeek Nakooda
Tel:	+27 31 492 1372
Email:	compliance@busamed.co.za
Hospital Name:	Busamed Harrismith Private Hospital
Name:	Constance Majeke
Tel:	+27 58 624 3004
Email:	compliance@busamed.co.za
Hospital Name:	Busamed Hillcrest Private Hospital
Name:	Shannon Lind Holmes
Tel:	+27 31 768 8001
Email:	compliance@busamed.co.za
Hospital Name:	Busamed Lowveld Private Hospital
Name:	Soekie Dierks
Tel:	+27 13 762 0411
Email:	compliance@busamed.co.za
Hospital Name:	Busamed Modderfontein Private Hospital
Name:	Chris Mbhele
Tel:	+27 11 458 2006
Email:	compliance@busamed.co.za
Hospital Name:	Busamed Paardevlei Private Hospital
Name:	Amanda Van Rensberg
Tel:	+27 21 840 6602
Email:	compliance@busamed.co.za
Head Office:	Busamed Management Company
Name:	Taryn Laas
	+27 11 458 2006
Email:	compliance@busamd.co.za

3.3 Access to information general contacts

Email: compliance@busamed.co.za

3.4 National or Head Office

Postal Address: PO Box 37623, Overport, 4067, South Africa

Physical Address: 260 Peter Mokaba Ridge Road, Berea, Durban, 4007

Telephone: +27 31 277 2100

Email: info@busamed.co.za

Chief Executive Officer: Mr Thabiso Buku

Website: www.busamed.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1. the Information Officer of every public body, and

4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA[1] and section 56 of POPIA[2];

4.3.3. the manner and form of a request for-

4.3.3.1. access to a record of a public body contemplated in section 11[3]; and

4.3.3.2. access to a record of a private body contemplated in section 50[4];

4.3.4. the assistance available from the IO of a private body in terms of PAIA and POPIA;

4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

4.3.6.1. an internal appeal;

4.3.6.2. a complaint to the Regulator; and

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[1] Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

[2] *Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

[3] *Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

[4] *Section 50(1) of PAIA- A requester must be given access to any record of a private body if-*
- *a) that record is required for the exercise or protection of any rights;*
- *b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- *c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

4.3.6.3. an application with a court against a decision by the information officer of a private body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

4.3.7. the provisions of sections 14[5] and 51[6] requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.8. the provisions of sections 15[7] and 52[8] providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.3.9. the notices issued in terms of sections 22[9] and 54[10] regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92[11].

4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5. The Guide can also be obtained-

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[5] *Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.*

[6] *Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.*

[7] *Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access*

[8] *Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access*

[9] *Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.*

[10] *Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.*

[11] *Section 92(1) of PAIA provides that –"The Minister may, by notice in the Gazette, make regulations regarding-*
(a) any matter which is required or permitted by this Act to be prescribed;
(b) any matter relating to the fees contemplated in sections 22 and 54;
(c) any notice required by this Act;
(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
(e) any administrative or procedural matter necessary to give effect to the provisions of this Act."

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (https://www.justice.gov.za/inforeg/).

5. CATEGORIES OF RECORDS OF BUSAMED (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

5.1 Information which is housed in the public areas of our websites, is automatically available which can be accessed by you, subject to our website terms and conditions, without having to go through the formal PAIA request process.

6. DESCRIPTION OF THE RECORDS OF BUSAMED (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

- Basic Conditions of Employment Act 75 of 1997.
- Children's Act 38 of 2005.
- Companies Act 71 of 2008.
- Compensation for Occupational Injuries and Diseases Act 130 of 1993.
- Competition Act 71 of 2008.
- Copyright Act 98 of 1978.
- Electronic Communications and Transactions Act No. 25 of 2002.
- Employment Equity Act 55 of 1998.
- Income Tax Act 58 of 1962.
- Labour Relations Act 66 of 1995.
- National Health Act 61 of 2003.
- Occupational Health and Safety Act 85 of 1993.
- Older Persons Act 13 of 2006
- Pension Funds Act No 24 of 1956.
- Prevention of Organised Crime Act 121 of 1998.
- Promotion of Access to Information Act 2 of 2000.
- Protection of Personal Information Act 4 of 2013.
- Skills Development Levies Act 9 of 1999.
- Tax Administration Act 28 of 2011.
- Trademarks Act 194 of 1993.
- Unemployment Insurance Act 30 of 1966.
- Value Added Tax Act 89 of 1991.

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY BUSAMED (PTY) LTD

- Administration
- Company Secretarial
- Finance
- Hospital related records
- Human Resources
- Information technology
- Intellectual Property
- Insurance
- Movable and Immovable Property
- Operations
- Taxation

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

8.1.1 Personal information may be processed when you make an enquiry, complete the relevant application forms to access our services, apply to be a service provider, apply for employment, or for the appointment as a contractor in person via electronic or hard copy.
Busamed will only process your personal information for a specific and lawful purpose.

8.1.2 Busamed will generally process personal information for purposes required to operate and manage our normal operations as a private healthcare provider.

8.1.3 Examples of personal information we process includes but is not limited to: - information such as your name, surname, contact details, educational qualifications, race, gender, age, and ID/passport number and medical information (including but not limited to pre-existing conditions, medical test results and medical aid details).

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Patients	Natural persons: names; contact details; physical and postal addresses; date of birth; ID number; nationality; gender; confidential correspondence.
Service Providers	Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; medical legal insurance cover; founding documents; tax related information; authorised signatories; beneficiaries.
Employees	Gender; marital status; race, age, language, education information; financial information; employment history; ID number; next of kin; gender, physical and postal address; contact details; criminal behaviour and/or criminal records; well-being; trade union membership; external commercial interests; medical information.
Medical Schemes	Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; tax related information; authorised signatories, beneficiaries.
Digital Platforms	Names, electronic identification data: IP address; log-in data, cookies; cell phone details, GPS data, other personal information submitted through messages and enquiries.

8.3 The recipients or categories of recipients to whom the personal information may be supplied

We may disclose your personal information to our subsidiaries or third-party service providers, where necessary, to fulfill the purpose for which your information was provided to us. We may thus share your personal information with:

- any subsidiary of Busamed (Pty) Ltd**.**
- your medical aid scheme or insurance company or suppliers of medical devices.
- any firm, organisation, or person that Busamed (Pty) Ltd uses to collect payments and recover debts or to provide a service on its behalf.
- any payment system that Busamed (Pty) Ltd uses.
- regulatory and governmental authorities, ombudsmen, including tax authorities, a court of law where Busamed (Pty) Ltd has a duty to or obliged to share information.
- third parties to whom payments are made on behalf of employees.

- financial institutions or medical aids from whom payments are received on behalf of patients.
- employees, contractors, and temporary staff; and
- our duly appointed Agents.

8.4 Planned transborder flows of personal information

We may disclose personal information we process to any of our, third-party service providers, with whom we engage in business or whose services or products we elect to use, including cloud services hosted in international jurisdictions. Personal information may also be disclosed where we have a legal duty or a legal right to do so. We only share information with service providers after obtaining an undertaking that your information will be processed lawfully.

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

- Busamed (Pty) Ltd shall preserve the security of your personal information and prevent its alteration, loss and damage, or access by non-authorised third parties.

- Busamed (Pty) Ltd will ensure the security and integrity of your personal information in its possession or under its control with appropriate, reasonable technical and organisational measures to prevent loss, unlawful access, and unauthorised destruction of your personal information.

- Busamed (Pty) Ltd has implemented physical, organisational, contractual, and technological security measures (having regard to generally accepted information security practices or industry specific requirements or professional rules) to keep all personal information secure, including measures protecting any personal information from loss or theft, and unauthorised access, disclosure, copying, use or modification.

- Busamed (Pty) Ltd maintains and regularly verifies that the security measures are effective and regularly updates same in response to new risks.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 On www.busamed.co.za

9.1.2 head office of Busamed (Pty) Ltd for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The head of Busamed (Pty) Ltd or designated person will on a regular basis update this manual.

ANNEXURE A

Company
Busamed Bram Fischer International Airport Hospital (Pty) Ltd
Busamed Bram Fischer Emergency Centre (Pty) Ltd
Busamed Gateway Private Hospital (Pty) Ltd
Busamed Harrismith Private Hospital (Pty) Ltd
Busamed Lowveld Private Hospital (Pty) Ltd
Busamed Management Company (Pty) Ltd
Busamed Modderfontein Private Hospital (RF) (Pty) Ltd
Modderfontein Medical Equipment Company (Pty) Ltd
Busamed Modderfontein Oncology Centre (RF) (Pty) Ltd
Modderfontein Emergency Centre (Pty) Ltd
Busamed Paardevlei Private Hospital (RF) (Pty) Ltd
Paardevlei Emergency Services (Pty) Ltd
Busamed Hillcrest Private Hospital (Pty) Ltd
Crimson King Properties 375 (RF) (Pty) Ltd
Halopart Investments (Pty) Ltd
Saldosat Investments (Pty) Ltd
Sozilite Investments (RF) (Pty) Ltd
Zolozest Investments (Pty) Ltd
Busamed Gateway Emergency Centre (Pty) Ltd
Monate Hospital Catering Company (Pty) Ltd
Busamed Healthcare (Pty) Ltd
Busamed (Pty) Ltd