

PAIA MANUAL OF DR AH GOOSEN AND ASSOCIATES

Prepared and compiled on 28 October 2025 in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 (as amended).

Index

01	List of Acronyms and abbreviations	2
02	Purpose of PAIA Manual	3 – 4
03	Dr AH Goosen and Associates Contact Details	4 – 5
04	Guide On How To Use Paia And How To Obtain Access To The Guide	5 – 9
05	Records Of The Private Body	8
06	Records Required In Terms Of Legislation	8
07	Description Of The Subjects On Which The Body Holds Records And Categories Of Records	8 – 9
08	Processing Of Personal Information	9 – 10
09	Availability Of The Manual	10
10	Updating of the Manual	10

1. List of Acronyms and Abbreviations

TERM	DEFINITION
"Data Subject"	means the person to whom Personal Information relates, as contemplated in terms of section 1 of the POPIA;
"Deputy Information Officer"	means a Deputy Information Officer designated in terms of section 56 of the POPIA;
"Information Officer"	means in the case of a juristic person, (i) the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or (ii) the person who is acting as such or any person duly authorised by such acting person as contemplated in section 1 of the Act;
"Information Regulator"	means the Information Regulator established in terms of section 39 of POPIA;
"Manual"	means this manual compiled by Dr AH Goosen and Associates in terms of PAIA and POPIA;
"PAIA"	means the Promotion of Access to Information Act, 2 of 2000, including the PAIA regulations, as amended from time to time;
"Personal Information"	means information relating to an identified, or identifiable, living natural person and, where applicable, an identifiable existing juristic person as contemplated in the POPIA;
"Personnel"	means all partners, directors, officers, employees, individual contractors and other personnel of Dr AH Goosen and Associates ;
"POPIA"	means the Protection of Personal Information Act, 4 of 2013, including the POPIA regulations, as amended from time to time;
"Processing"	means any operation, activity or set of operations, whether or not by automated means, concerning Personal Information as contemplated in the POPIA;
"Private Body"	means any former or existing juristic person, as contemplated in the Act and POPIA;
"Record"	means a record as contemplated in PAIA and includes Personal Information;
"Requester"	means, in relation to a Private Body, i. any person, including, but not limited to, a public body or an official thereof, making a request for access to a Record of that Private Body; or ii. a person acting on behalf of such person as contemplated in the Act;
"Responsible Party"	means a public or Private Body or any other person which, alone or in conjunction with others, determines the purpose of and means for Processing Personal Information as contemplated in the POPIA;
"Regulator"	Information Regulator

2. Purpose Of PAIA Manual

To promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of PAIA, in order for them to exercise their rights in relation to public and private bodies.

Wherever reference is made to "Private Body" in this manual, it will refer to **Dr AH Goosen and Associates**.

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 how to make a request for access to a record of the body, by providing a description 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.

3. Key contact details for access to information of the Private Body:

3.1. Information Officer.

Name: Dr Roche Hayward

Telephone No: 0414500162

E-mail: info@southsidedental.co.za

3.2. Deputy Information Officer

Name: Dr Hilda Danelle Truter

Telephone No: 0414500162

E-mail: info@southsidedental.co.za

3.3 Access to information general contacts

Email: info@southsidedental.co.za

3.4. Head Office

Postal Address: 28 Heugh Road
Walmer
Gqeberha

Physical Address: 28 Heugh Road
Walmer
Gqeberha

Telephone No: 0414500162

E-mail: info@southsidedental.co.za

Website: Not applicable.

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 PAIA¹ and section 56 of POPIA²;

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 11³; and

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.*

- 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the Information Officer of a public 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
- 4.3.6.3. an application with a court against a decision by the information officer of a public 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 14⁵ and 51⁶ 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 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

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.

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

4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92¹¹.

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–

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://inforegulator.org.za/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours – In English and Afrikaans.

5. Categories Of Records Of The Private Body Which Are Available Without A Person Having To Request Access

The following categories of records are automatically available to the public without a request in terms of the Promotion of Access to Information Act:

- Practice contact details (telephone numbers, physical and postal address, email address).
- Information published on the practice's official website (if applicable).

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.

- Practice brochures, pamphlets, or other information intended for public distribution.
- Practice registration details with the Health Professions Council of South Africa (HPCSA).
- Information relating to the medical services offered by the practice.
- Notices or circulars made available to patients in the ordinary course of business.
- Newsletters, press statements, or public statements issued by the practice.
- Any other information that is publicly available in terms of legislation, regulations, or as published voluntarily.

Access to the above records does not require completion of a formal request for access under PAIA.

6. Description Of the Records of The Private Body Which Are Available In Accordance With Any Other Legislation

The practice holds and maintains records as required by various pieces of legislation applicable to the healthcare sector. These include, but are not limited to, the following:

- Health Professions Act 56 of 1974 – Records relating to registration with the HPCSA and compliance with professional conduct and ethical rules.
- National Health Act 61 of 2003 – Patient medical records, informed consent documents, and records relating to health services provided.
- Medical Schemes Act 131 of 1998 – Records of claims submitted to medical schemes, accounts, and benefit information.
- Basic Conditions of Employment Act 75 of 1997 – Employment contracts, employee attendance, leave records, and related employment information.
- Labour Relations Act 66 of 1995 – Employee disciplinary records, grievance records, and employment policies.
- Employment Equity Act 55 of 1998 – Employment equity plans, reports, and related compliance records.
- Income Tax Act 58 of 1962 – Tax records, PAYE records, and financial records for statutory submissions.
- Value-Added Tax Act 89 of 1991 – VAT records, invoices, and returns.
- Compensation for Occupational Injuries and Diseases Act 130 of 1993 (COIDA) – Records relating to workplace injuries and claims.
- Occupational Health and Safety Act 85 of 1993 – Health and safety records and related compliance documentation.
- Protection of Personal Information Act 4 of 2013 (POPIA) – Records relating to the processing of personal information and compliance with data protection requirements.

These records are maintained to ensure compliance with statutory obligations and may only be accessed in accordance with PAIA and applicable confidentiality obligations, including doctor–patient privilege and ethical guidelines of the HPCSA.

7. Description Of The Subjects On Which The Body Holds Records And Categories Of Records Held On Each Subject By the Private Body

The private processes personal information relating to the following categories of data subjects:

- Patients: Full name, identity/passport number, date of birth, gender, contact details, residential address, medical history, treatment notes, test results, prescriptions, medical aid membership and claim details, next of kin/emergency contact details.
- Parents/Guardians (in case of minor patients): Full name, identity number, contact details, financial and medical aid information.
- Employees: Full name, contact details, identity/passport number, qualifications, employment history, payroll records, performance records, disciplinary records, medical certificates.
- Service Providers: Business details, contracts, contact details, banking information.
- Medical Aid Schemes/Insurers: Membership details, billing and claims information, correspondence.

8. Processing Of Personal Information

8.1 Purpose of processing personal information

The practice processes personal information for the following purposes:

- To provide medical treatment, advice, and care to patients
- To maintain accurate patient medical records in compliance with legal and ethical requirements.
- To facilitate communication with patients regarding appointments, treatment, and follow-ups.
- To submit and manage claims with medical aid schemes.
- To comply with statutory, ethical, and professional obligations (HPCSA, Department of Health, POPIA).
- For practice management, billing, accounting, and financial record-keeping
- To enable referrals to specialists, laboratories, and hospitals as required for patient care.

- For emergency contact and medical crisis management purposes
- For staff administration and practice operations.

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

The private body processes personal information relating to the following categories of data subjects

- Patients: Full name, identity/passport number, date of birth, gender, contact details, residential address, medical history, diagnosis, treatment notes, test results, prescriptions, medical aid membership and claim details, next of kin/emergency contact details.
- Parents/Guardians (in case of minor patients): Full name, identity number, contact details, financial and medical aid information.
- Employees: Full name, contact details, identity/passport number, qualifications, employment history, payroll records, performance records, disciplinary records, medical certificates.
- Service Providers: Business details, contracts, contact details, banking information.
- Medical Aid Schemes/Insurers: Membership details, billing and claims information, correspondence.

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

Personal information may be disclosed to the following recipients, where lawful and necessary:

- The patient themselves or their authorized representative.
- Medical aid schemes and insurers for billing and claims purposes.
- Laboratories, specialists, or hospitals for referrals, diagnostic testing, and continuity of care
- Regulatory bodies such as the HPCSA, Department of Health, or Information Regulator, where disclosure is legally required.
- Service providers (such as IT, billing, or debt collection agencies) subject to confidentiality undertakings.
- Emergency medical services in the event of a health emergency.
- Law enforcement or other authorized bodies, when required

8.4 Planned transborder flow of personal information.

N/A

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.

The responsible party adopts reasonable and appropriate measures to secure personal information, including:

- Physical Security: Controlled access to consulting rooms, locked filing cabinets, restricted access to patient files, visitor access control.
- Administrative Safeguards: Confidentiality undertakings by all staff, access to patient records only on a need-to-know basis, staff training on POPIA and patient confidentiality.
- Technical Safeguards: Password-protected computers, encrypted patient management systems, secure electronic communications, antivirus and firewall protection, and regular system updates.
- Data Retention and Disposal: Patient records retained in accordance with HPCSA and statutory requirements (minimum 6 years, longer for minors and certain medical conditions); secure shredding or deletion of outdated records.
- Incident Management: Procedures in place to detect, report, and respond to data breaches, with notification to affected patients and regulators where necessary.

9. Availability Of The Manual

9.1 A copy of the manual is available at:

- 9.1.1 The manual of the Private Body is available at the premises of the Private body.
- 9.1.2 At the Head Office of **Dr AH Goosen and Associates** for public inspection during normal business hours
- 9.1.3 To any person upon request upon the payment of a reasonable prescribed fee.
- 9.1.4 To the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations shall be payable per each A4-size photocopy made.

10. Updating of the Manual

- 10.1. The head of **Dr AH Goosen and Associates** will on a regular basis update this manual.

Issued by: Dr Roche Hayward (Information Officer)

ANNEXURE A:

The table below sets out the fees applicable to any request for a record of information held by **Dr AH Goosen and Associates**:

ITEM	DESCRIPTION	AMOUNT
1.	The request fee payable by every requester	R 140.00
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof
3.	Printed copy of A4-size page	R 2.00 per page or part thereof
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	For a copy of visual images	
7.	Transcription of an audio record, per A4-size page	R 24.00
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00 R 435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

ANNEXURE B: FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

☐ Request is made in my own name ☐ Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		

Full names of person on whose behalf request is made(<i>if applicable</i>):			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel.(B)		Facsimile:
	Cellular		
<p>PARTICULARS OF RECORD REQUESTED</p> <p><i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<p>TYPE OF RECORD</p> <p><i>(Mark the applicable box with an "X")</i></p>			
Record is in written or printed form			

Record comprises virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc.</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of record on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of record on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected

Explain why the record requested is required for the exercise or protection of the aforementioned right:

FEES

- a) A request fee must be paid before the request will be considered.
- b) You will be notified of the amount of the access fee to be paid.
- c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- d) If you qualify for exemption of the payment of any fee, please state the reason for exemption

Reason

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name and Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

ANNEXURE B: FORM 3

OUTCOME OF REQUEST AND FEES PAYABLE

[Regulation 8]

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: The Information Officer

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (*including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form*) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure A.

OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)

Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)

Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language: (<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i>)	

Kindly note that your request has been:

☐

Approved

☐

Denied, for the following reasons:

4. Fees payable with regard to your request:

ITEM	DESCRIPTION	AMOUNT	NUMBER OF PAGES/ITEMS	TOTAL:
1.	The request fee payable by every requester	R 140.00		
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof		
3.	Printed copy of A4-size page	R 2.00 per page or part thereof		
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00		
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.		
6.	For a copy of visual images			
7.	Transcription of an audio record, per A4-size page	R 24.00		
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00		
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00 R 435.00		
10.	Deposit: If search exceeds 6 hours	One third of the amount per		

		request calculated in terms of items 2 to 8.		
11.	Postage, email or any other electronic transfer	Actual expense, if any.		
	TOTAL:			

5. Deposit payable (if search exceeds six hours):

☐ Yes

☐ No

Hours of search		Amount of deposit (<i>calculated on one third of total amount per request</i>)	
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The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference No.: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

INFORMATION OFFICER