

**PAIA MANUAL
OF
B&PP INVESTMENTS (PTY) LTD
T/A
'ST FRANCIS HEALTH CENTRE'
(PRIVATE BODY)**

**Prepared in terms of section 51 of the Promotion of Access
to Information Act 2 of 2000 (as amended)**

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DEFINITIONS

- **Data Subjects:** The natural or juristic person/s to whom Personal Information relates
- **Information Officer:** The person acting on behalf of the company (SFHC) and carrying out such duties and responsibilities as are stipulated in PAIA and attached to this position of office - the managing director of the Company for SFHC.
- **Information Regulator (“IR”):** The Regulator established in terms of Section 39 of the POPIA
- **Minister:** Minister of Justice and Correctional Services;
- **POPIA:** Protection of Personal Information Act No. 4 of 2013
- **PAIA:** Promotion of Access to Information Act No. 2 of 2000 (as Amended)
- **Person:** A natural person or a juristic person
- **Personnel:** Any person who is employed by SFHC or provides services to SFHC and is entitled to receive remuneration, including directors, permanent, part-time, temporary and contract workers, subject to the management and control of SFHC.
- **Private Body:**
 - A natural person who carries on any trade, business or profession, but only in such capacity.
 - A partnership which carries on or has carried on any trade, business or profession; or
 - Any former or existing juristic person but excludes a public body.
- **Processing:** Any operation or activity or set of operations, whether by automatic means, concerning personal information, including:
 - The collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use.
 - Dissemination by means of transmission, distribution or making available in any other form by electronic communications or other means; or
 - Merging, linking, blocking / restriction, degradation, erasure or destruction. For the purposes of this definition, and “Process” has a corresponding meaning.

- **Public body:**
 - Any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or
 - Any other functionary or institution when:
 - Exercising a power of performing a duty in terms of the Constitution or a provincial constitution; or
 - Exercising a public power or performing a public function in terms of any legislation.
 - **Record:** Any recorded information regardless of the form or medium, in the possession or under the control of SFHC irrespective of whether or not it was created by SFHC.
 - **Request:** A request for access to a record of SFHC in terms of section 50 of PAIA
 - **Requester:** In relation to a private body, means any person, including, but not limited to public body or an official thereof, making a request for access to a record of the organisation or a person acting on behalf of such person.
 - Personal Requester: means a requester seeking access to a record containing personal information about the requester.
 - **Republic:** Republic of South Africa
 - **Third Party:** Any person other than the requester, including independent contractor, consultant, sub-contractor, or other representative of SFHC.
- Unless contrary intention clearly indicates, words signifying:
- The singular includes the plural and vice versa
 - Any one gender includes the other genders and vice versa; and
 - Natural persons include juristic persons
- Terms defined in PAIA shall have the same meaning in this Manual.

INTRODUCTION

OVERVIEW OF B&PP INVESTMENTS (PTY) LTD

B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre' ("SFHC") is a private company established in accordance with the laws of South Africa.

This company is a provider of health care services, focused on health and wellness mainly by means of natural alternative treatments / practices, therapies, medicines with the integration of the healing powers of nature.

The company offers various packages including:

- A specialized weight loss program
- Nature retreats
- Anxiety and Stress relief program
- Alternative treatments such as Reiki, Reflexology and Energy Balancing
- Acu-detox treatments
- Yoga and meditation practices
- Neurolinguistic Programming
- Beauty and spa treatments

THE ACT

The Promotion of Access to Information Act, No 2 of 2000 ("The Act" or "PAIA") was enacted on 3 February 2000, giving effect to the right of access to any information held by Government, as well as any information held by another person who is required for the exercising or protection of any rights. This right is entrenched in the Bill of Rights in the Constitution of South Africa. Where a request is made in terms of The Act, the body to which the request is made is not obliged to release the information, except where The Act expressly provides that the information may or must be released. The Act sets out the requisite procedural issues attached to such request.

PURPOSE OF THE 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 The Act for them to exercise their rights in relation to public and private bodies.

Section 9 of The Act, however, recognizes that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy
- Commercial confidentiality; and
- Effective, efficient and good governance

And in a manner that balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

This PAIA Manual assists users / requestors of information to:

- a. Have instructions on how to make a request for access to information (documents / records/ personal information from B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre'
- b. Provides a list of records by category that are held by the Company which are available without a person having to submit a formal PAIA request and those which require the submission of a request for access to information.
- c. Provides a list of subjects for whom records are held by the Company.
- d. Provides a list of legislation in terms of which records must be maintained by the Company.
- e. The contact details of the Information Officer and person for General Queries, who will assist with records for which access has been requested.
- f. know if the company processes personal information and the purpose of processing of personal information.

- g. know the description of the categories of data subjects and the information or categories of information relating thereto.
- h. know the recipients or categories of recipients to whom the personal information may be supplied.
- i. know if the company plans 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
- j. know whether the company has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

CONTACT DETAILS:

Information Officer: Dr Paul Denfer Cowley (Managing Director)
Postal Address: PO Box 2245; Bathurst; 6170
Physical Address: Farm 263; Fords Party Farm; Bathurst; 6166
Telephone: 082 824 3474
Email: tagfish@gmail.com

GENERAL COMPANY INFORMATION AND CONTACT FOR GENERAL QUERIES:

Company Registration No: 1988/006022/07
Incorporation date: 21 October 1988
Physical Address: Farm 263, Fords Party Farm, Bathurst, 6166.
Postal Address: P O Box 2245; Bathurst, 6170
Contact person: Laetitia Webber – for general information and queries
Telephone: +27 46 625 0927
Email: naturecure@imagnet.co.za
Website: <https://stfrancishealthcentre.co.za>

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

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.

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

The aforesaid Guide contains the description of-

- the objects of PAIA and POPIA;
- the postal and street address, phone and fax number and, if available, electronic mail address of the Information Officer of every public body, and every Deputy Information Officer of every public and private body designated in terms of Section 17(1) of PAIA and Section 56 of POPIA;
- the manner and form of a request for access to a record of a public body contemplated in Section 11 of PAIA; and access to a record of a private body contemplated in Section 50 of PAIA;
- the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- the assistance available from the Information Regulator in terms of PAIA and POPIA;
- 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-
 - an internal appeal.
 - a complaint to the Regulator; and
 - 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;
- the provisions of Sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

- the provisions of Sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- the notices issued in terms of Sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
- the regulations made in terms of Section 92 of PAIA.

The Guide is accessible on the Information Regulator’s website, as well as from the offices of the Information Regulator during normal working hours, or you may contact the Information Officer of B&PP Investments (Pty) Ltd during normal working hours to make arrangements to access a copy of the Guide.

The Guide can also be inspected on: (<https://inforegulator.org.za/>).

Queries may also be directed to the Information Regulator of South Africa. Contact details for the Information Regulator are as follows:

Physical Address: JD House, 27 Stiemans Street, Braamfontein, Johannesburg, 2001

Postal Address: P. O. Box 31533, Braamfontein, Johannesburg, 2017

Email: Compliance -> PAIACompliance@inforegulator.org.za

Complaints -> PAIAComplaints@inforegulator.org.za

General -> enquiries@inforegulator.org.za

Website: <https://inforegulator.org.za/>

Telephone: +27 10 023 5200

RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

Information that may be provided automatically without the need for the submission of request for access to information includes the following:

- Company registration information as made Public by CIPC via their free disclosure certificate
- Information disclosed via the Company website (Rates brochures, services offered, employee information relating to skills etc)

Certain information may be provided automatically only to certain persons and includes the following:

- Clients requesting information relating to their personal records and transactions held with the Company.
- Employees requesting information relating to their personnel records, personal information and any payroll related information during the course of their employment, including tax related information.
- Independent Contractors requesting information relating to their personal records, tax related information and transactions with the company.
- Suppliers requesting information relating to accounts held with them and any business related information as provided by them to B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre'

All other information is not made automatically available to the public or the abovementioned parties and requests related to such information will be assessed on their individual merits and will be considered in accordance with the applicable legal principles and legislation enacted at the time of request.

RECORDS HELD BY B&PP INVESTMENTS (PTY) LTD

This clause serves as a reference to the category / subject and type of records that B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre' holds to facilitate a request in terms of The Act.

The records listed below are not automatically available. A request for access to information must be submitted to obtain approval to receive such information. Each request will be evaluated on a cash by case basis in accordance with the provisions of PAIA.

The accessibility of the records listed below, may be subject to the grounds of refusal set out in PAIA and/or POPIA.

CATEGORY	TYPE OF RECORD/ TYPE OF INFORMATION HELD
Company Secretarial	<ul style="list-style-type: none"> • Documents of Incorporation • Memorandum of Incorporation • Certificates in terms of the Companies Act 71 of 2008 • Company Register and minute books • Statutory returns, share certificates and records • Power of attorney • Names of director/s, operational records and internal correspondence
Legal Services	Agreements with customers, suppliers, service providers and other parties.
Moveable and Immoveable Property	Title deeds, lease agreements, other agreements and asset register.
Intellectual property	Licencing agreements currently held by the company. No Trademarks or patents are held by the Company.
Insurance	Policies and insurance claim records and correspondence.
Taxation	Income Tax files
Human Resources	<ul style="list-style-type: none"> • Employee listing and personnel files • Personal information provided by employees • Income Tax Information of employees for payroll • Employee contracts and training / skills records. • Union membership records, transactions and correspondence. • Medical Insurance membership, transactions and correspondence. • Policies and procedures and disciplinary records. • Payroll records including termination records and correspondence and other agreements.
Finance and accounting	<ul style="list-style-type: none"> • Annual Financial Statements

	<ul style="list-style-type: none"> • Independent Review records, • Financial reports including Management Accounts and other reports • Financial / accounting policies and procedures. • Accounting records including ledgers, banking records, details and bank statements, debtors and creditors statements, invoices, asset register and records of additions, disposals and proceeds, loan agreements and transaction history. • General correspondence
Operations	<ul style="list-style-type: none"> • Policies and procedures • Independent Contractor agreements and information • Supplier agreements and information • Registrations, applications and supporting documentation and agreements. • Licences, consents, approvals, authorizations, certificates. • General correspondence.
Client (customer) records	<ul style="list-style-type: none"> • Records provided by the customer to B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre, including personal information relating to names, addresses, contact information and banking details. • Medical history and related information • Any 3rd party records provided directly or indirectly to B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre • Policies and procedures relating to clients • Records generated internally pertaining to the client, including transactional records. • General correspondence including bookings and cancellations • Website visitors are categorised with clients when personal information is submitted online.

Information technology	<ul style="list-style-type: none"> • Software programmes, registration and renewals of licences as well as hardware registrations. • IT asset register • System documentation, manuals, support suppliers and procedures / maintenance agreements • Backups, procedures for backups and information retention, security and safe keeping records. • General correspondence
Administration	<ul style="list-style-type: none"> • Internal correspondence, operational records and correspondence with internal and external parties.
Other parties	<ul style="list-style-type: none"> • Records are kept in respect of other parties, including without limitation, contractors, commercial banks, auditors, financial accountants, consultants, suppliers, service providers and in respect of general market and economic conditions. • Such parties may have access to records and information or be in possession of records and information required to render services to B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre' and such records may be said to belong to B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre. <p>The following records fall under this category:</p> <ul style="list-style-type: none"> ○ Personnel records ○ Client records and transactions ○ Supplier and other service provider / contractor records and correspondence ○ Financial records and correspondence ○ Contractual records ○ 3rd party records

RECORDS REQUIRED IN TERMS OF LEGISLATION

Records are retained in accordance with legislation listed below, which is applicable to B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre'. Such records are usually only made available to persons or entities specified in such legislation.

This legislation includes, but is not limited to, the following:

- Basic Conditions of Employment Act, No 75 of 1997
- Companies Act, No 71 of 2008
- Compensation for Occupational Injuries and Diseases Act, 130 of 1993
- Constitution of the Republic of South Africa No. 3 of 1994
- Consumer Protection Act, No 68 of 2008
- Customs and Excise Act, 91 of 1964
- Debt Collector's Act, No 114 of 1998
- Electronic Communications and Transactions Act, No 25 of 2002
- Employment Equity Act, No 55 of 1998
- Income Tax Act, No 58 of 1962
- Labour Relations Act. No 68 of 1995
- Occupational Health & Safety Act, No 85 of 1993
- Promotion of Access to Information Act, No 4 of 2013
- Protection of Personal Information Act, No 4 of 2013
- Skills Development Act, No 97 of 1998
- Skills Development Levies Act, No 9 of 1999
- Taxation Laws Amendment Act, No 7 of 2010
- Unemployment Insurance Contributions Act, No 4 of 2002
- Unemployment Insurance Act, No 63 of 2001 and
- Value-Added Tax Act, No 89 of 1991

Reference to the above-mentioned legislation shall include subsequent amendments and secondary legislation to such legislation.

Any information kept in terms of the above-mentioned legislation, in certain instances may be of a public nature and may be available for inspection with no need to request access thereto in terms of PAIA.

This list may be updated from time to time when any requests are made which allow access to the requestor for information contained in such new / other legislation not listed above.

PROCESSING OF PERSONAL INFORMATION

The privacy and protection of Personal Information is of utmost importance to B&PP Investments (Pty) Ltd and therefore personal information will only be processed in accordance with POPIA for a specific purpose.

The purpose for processing of any information will be disclosed to the relevant party at the time of collection of the data.

B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre' has made it's privacy policy available for inspection on it's website and can be viewed online at: <https://stfrancishealthcentre.co.ca>

Purposes of processing include the following:

- Rendering services to our clients and maintaining client records
- Employee administration, payroll processing, statutory returns and recruitment purposes.
- Transacting with suppliers and contractors and the maintenance of such records
- Financial and tax purposes
- Legal purposes
- Health and safety purposes
- Responding to website, telephone and email enquiries
- Providing and managing information on products in use at the Health Centre.
- General operational administration

B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre will retain Personal Information only for as long as is necessary to accomplish the legitimate business purpose and for as long as may be permitted or as is required by applicable law.

CATEGORIES OF DATA SUBJECT

Personal Information is obtained directly from the Data Subject and / or obtains such information from Third Parties with consent from the Data Subject to do so and if necessary.

Data Subjects of B&PP Investments (Pty) Ltd t/a 'St Francis Centre' for whom personal information is processed, include:

- Clients / customers
- Website visitors
- Employees
- Independent Contractors
- Suppliers
- Any 3rd party with whom business is conducted

Types of information retained for these Data Subjects are detailed earlier in this Manual.

Information or records may be supplied to the following categories of recipients. The information supplied will depend on the nature of the request and the recipient from whom the request to access is received.

Recipients include:

- statutory bodies, regulators, judicial commissions or enquiry who make a request for data
- any court, administrative or judicial forum, arbitration, statutory commission or ombudsman making a request for data or discovery in terms of applicable rules and laws.
- south African Revenue Service, or another similar authority
- anyone making a successful application for access in terms of PAIA and POPIA; and

PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION

B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre' may from time to time transfer a Data Subject's Personal Information to service providers in countries outside of South Africa.

These countries may not have data-protection laws that are like those of South Africa.

Where this is done, B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre' will transfer this Personal Information in accordance with the provisions of POPIA.

INFORMATION AND SECURITY MEASURES

B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre' has implemented reasonable technical, administrative and physical security measures to protect Personal Information from unauthorized access or disclosure and improper use.

We are committed to ensuring that our security measures which protect your Personal Information are continuously reviewed and updated where necessary.

In processing any Personal Information, we shall comply with the following:

*** Physical access:**

Access is restricted to our offices, under lock and key, and only to those personnel who need the personal information to perform a specific job / task.

*** Personnel training:**

All personnel with access to personal information are kept up to date on our security and privacy practices. After a new policy is added, these personnel are notified and/or reminded about the importance we place on privacy, and what they can do to enhance protection for the Personal Information of all Data Subjects.

*** Unique user Identification:**

Personnel each have a unique user ID assigned to them, subject to strict confidentiality undertakings in terms of company password, access control and confidentiality policies.

*** Passwords:**

We shall ensure that passwords are required for any access to Personal Information in line with our password policy.

*** Physical access and privileges:**

We will also ensure that access to Personal Information is limited to personnel on a “need to know” basis and that personnel are strictly required to utilise their unique user ID and applicable passwords to access same.

*** Systems review:**

We conduct regular reviews of technical and organisational security to ensure that the above security measures are functioning effectively and are applied consistently.

REQUEST PROCEDURE FOR OBTAINING INFORMATION

A request for access to information may be submitted as follows:

i. Request form

Please complete the request form in Annexure 1 to this Manual and forward to the Information Officer, specified in this Manual.

In the Request Form, sufficient information will need to be provided to enable the Information Officer to adequately identify:

- The record/s requested
- The identity of the requester
- Which form of access is required, if the request is granted
- The email address or postal address of the requester.

ii. Description of the right

The right that is being sought to protect or enforce by means of the record/s requested must be adequately described.

It must be proven by law that such access is necessary to protect the right that is described in the Request Form.

The Information Officer holds the capacity to refuse access to information where the right described on the Request Form is not clearly and adequately defined or where the right does not qualify as contemplated in terms of the PAIA Act.

iii. Representatives

If a request is made on behalf of another person, then the requestor must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer of B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre'.

iv. Prescribed fee

The prescribed access fee, if applicable, as provided for Annexure A to this Manual, must be paid and proof of the payment (e.g. proof of deposit slip or EFT Transfer etc) must be submitted along with the submission of the Request Form to the Information Officer.

Two types of fees are provided for in the Act, namely:

- A request fee: a standard fee
- An access fee: calculated by considering reproduction costs, search costs, preparation time and cost, as well as postal costs.

Any time reasonably required more than that of the prescribed hours and fees for the costs / time may result in additional fees payable. A deposit may be

required if such a situation arises, and necessary arrangements / communication will be given in such cases.

A request other than a personal requester, seeking access to a record containing personal information, must pay the prescribed fee of R50.00 (fifty rand) request fee, and then submit proof of payment along with the submission of the Request Form.

The Information Officer may withhold a record until the requester has paid the fees (and payment is verified), as indicated in Annexure 2 to this Manual.

A refund will be made by the Information Officer to any requester where access to information has been denied.

If an individual is unable to complete the prescribed Form because of illiteracy or disability, such a person may make the request orally.

GROUNDINGS FOR REFUSAL OF ACCESS TO INFORMATION

B&PP Investments (Pty) Ltd may, and must in certain circumstances, refuse access to Records on any of the grounds set out in Chapter 4 of Part 3 of the PAIA Act.

Requests for access by a Requester **must** be refused by the Information Officer on the following grounds:

- Mandatory protection of the privacy of a third party that is a natural person that would involve the unreasonable disclosure of personal information of that natural person.
- Mandatory protection of the commercial information of a third party, if the record contains:
 - Trade secrets of that third party.
 - Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party.

- Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.
- Mandatory protection of records that would be regarded as privileged in legal proceedings.
- The research information of B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre' or a third party, if its disclosure would reveal the identity of the company, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

Request for access by a Requester **may** be refused by the Information Officer on the following grounds:

- If the disclosure would be likely to prejudice or impair the security of any building, structure or system, including but not limited to a computer or communication system, a means of transport or any other property, methods, systems, plans or procedures for the protection of an individual in accordance with witness protection scheme, the safety of the public, or any part of the public or the security of property contemplated in the Act.
- The record contains any of the following:
 - Trade secrets of B&PP Investments (Pty) Ltd
 - Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre'.
 - Information, the disclosure of which could reasonably be expected to put B&PP Investments (Pty) Ltd at a disadvantage in contractual or other negotiations
 - Information, the disclosure of which could reasonably be expected to prejudice B&PP Investments (Pty) Ltd's commercial competition.

- Is a computer program, as defined in section 1(1) of the Copyright Act No. 98 of 1978, owned by B&PP Investments (Pty) Ltd, except insofar as it is required to give access to a record to which access is granted in terms of PAIA.

Requests for information that are clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources shall be refused.

All requests for information will be assessed on their own merits in accordance with the applicable legal principles and legislation.

DECISION

B&PP Investments (Pty) Ltd will process the request within 30 days of receipt of the request, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above time periods are not complied with.

A decision will be made whether to grant or decline the request.

The requester shall be given notice of the decision by means of Form 3 (Annexure C).

If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

The 30 day period within which B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre' has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days, if the request is for a large amount of information, or the request requires a search for information held at another office (e.g. in storage) and the information cannot reasonably be obtained within the original 30-day period.

The company will notify the requester in writing should an extension be sought.

REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

The decision of the Information Officer is final.

A requester aggrieved by the decision of the Information Officer to refuse a request for access, may within 180 days of the Information Officer's decision, submit a complaint to the Information Regulator in the prescribed manner and form as contemplated in the Act.

Alternatively, a requester is entitled to apply to a court of competent jurisdiction for appropriate relief as contemplated in the Act.

INFORMATION NOT FOUND

If a requested Record cannot be found after reasonable steps have been taken to find such a Record or if the Record does not exist, the Information Officer will, by way of an affidavit or affirmation, notify the Requester that it is not possible to give access to the requested Record.

The notice will contain a full account of the steps taken to find and determine the existence of the Record requested, as well as details of communications with every person who conducted the search.

Such notice will be regarded as a decision to refuse a Request for access to the Record concerned for the purposes of PAIA.

If the Record should later be found, the Requester shall be given an opportunity to access the Record in the manner stipulated in the prescribed form of request.

The Information Officer may refuse access to the found Record.

INFORMATION REQUESTED ABOUT A 3RD PARTY

Where information is requested from B&PP Investments (Pty) Ltd that relates to a third party, such party will be notified of the Request.

The third party has an opportunity to grant their consent to the disclosure of the Record or to make representations as to why the requested record should not be disclosed to the Requester.

If B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre' decide to grant access to the Record relating to the third party, the company will notify the affected third party again.

The third party is entitled to apply to court in relation to that decision. The court will then determine whether the Record should be disclosed by B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre' or not.

UPDATING OF THIS MANUAL

The Information Officer, Dr Paul Denfer Cowley, will update this Manual on a regular basis.

AVAILABILITY OF THE MANUAL

This Manual of B&PP Investments (Pty) Ltd t/a 'St Francis Health Centre' is available at:

- the premises of the company as detailed herein (principal place of business)
- the website of the company, also detailed herein.
- by sending a request for a copy to the Information Officer by email
- to any person, on request and subject to a payment of a reasonable fee



01 October 2024

Signed by: _____

Date: _____

Dr Paul Denfer Cowley

Managing Director

ANNEXURE A:

The table below sets out the fees applicable to any request for a record of information held by

<u>Item</u>	<u>Description</u>	<u>Amount</u>
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: Flash drive (to be provided by the requester) Compact Disk: If provided by requester 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: Flash drive (to be provided by the requester) Compact Disk: If provided by requester 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.
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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 (<i>when made on behalf of another person</i>)	
Postal Address	
Street Address	
E-mail Address	

Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full names of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel.(B)		Facsimile	
	Cellular			
PARTICULARS OF RECORD REQUESTED				
<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>				
Description of record or relevant part of the record:				
Reference number, if available				
Any further particulars of record				

TYPE OF RECORD	
<i>(Mark the applicable box with an "X")</i>	
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 request fee must be paid before the request will be considered.

You will be notified of the amount of the access fee to be paid.

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.

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 <i>(Please specify)</i>

Signed at _____ this ___ day of _ 20 ____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

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: _____

Your request dated __, refers.

1. You requested:

Personal inspection of information 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>) 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.	
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OR

2. You requested:

Printed copies of the information (<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 information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive(<i>including virtual images and soundtracks</i>)	
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:

FEES PAYABLE WITH REGARD TO YOUR REQUEST

<u>Item</u>	<u>Description</u>	<u>Amount</u>	<u>Number of pages/items</u>	<u>Total:</u>
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: Flash drive (to be provided by the requestor) Compact Disk: If provided by requester 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: Flash drive (to be provided by the requestor) Compact Disk: If provided by requester 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.		
	<u>TOTAL:</u>			

4. **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: _____

