

**DRS. CL & ME LANDMAN INC.**



# **PAIA MANUAL**

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

**DATE OF COMPILATION: 01/01/2025  
DATE OF REVISION: 01/01/2025**

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### LIST OF ACRONYMS AND ABBREVIATIONS

- |     |                    |  |
|-----|--------------------|--|
| 1.1 | <b>“CEO”</b>       | Chief Executive Officer  |
| 1.2 | <b>“DIO”</b>       | Deputy Information Officer;  |
| 1.3 | <b>“IO“</b>        | Information Officer;   |
| 1.4 | <b>“Minister”</b>  | Minister of Justice and Constitutional Development;                |
| 1.5 | <b>“PAIA”</b>      | Promotion of Access to Information Act No. 2 of 2000( as Amended); |
| 1.6 | <b>“POPIA”</b>     | Protection of Personal Information Act No.4 of 2013;               |
| 1.7 | <b>“Regulator”</b> | Information Regulator; and   |
| 1.8 | <b>“Republic”</b>  | 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 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 DRS. CL AND ME LANDMAN INC. (MEDIPARK24)**

#### **3.1. Chief Information Officer**

Name: TOBIAS WILLEM GERHARDUS LERM  
Tel: 012 661 5528  
Email: [tobie@medipark24.co.za](mailto:tobie@medipark24.co.za)

3.2. Deputy Information Officers:

Name: DANTÉ LA FLEUR VAN DEVENTER  
Tel: 0126615528  
Email: dante@medipark24.co.za

Name: TSIANZI HOPE GANYANI  
Tel: 0126615528  
Email: hope@medipark24.co.za

3.3 Access to information general contacts

Email: info@medipark24.co.za

3.4 **National or Head Office**

Postal Address:

PO BOX 54776  
WIERDAPARK  
CENTURION  
0149

Physical Address: 162 PANORAMA ROAD, ROOIHUISKRAAL, 0157

Telephone: 0126615528

Email: info@medipark24.co.za

Website: www.medipark24.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<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
  - 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<sup>3</sup>; and
    - 4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
  - 4.3.4. the assistance available from the IO 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-

<sup>1</sup> 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.*

<sup>2</sup> 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.*

<sup>3</sup> 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.*

<sup>4</sup> 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.*

<sup>5</sup> 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.*

<sup>6</sup> 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.*

<sup>7</sup> 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*

<sup>8</sup> 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*

<sup>9</sup> 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.*

<sup>10</sup> 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.*

<sup>11</sup> 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.”*

- 4.3.6.1. 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 14<sup>5</sup> and 51<sup>6</sup> 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<sup>7</sup> and 52<sup>8</sup> 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<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92<sup>11</sup>.
- 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://www.justice.gov.za/inforeg/>).
- 4.6 A copy of the Guide is also available for public inspection during normal office hours.

**5. CATEGORIES OF RECORDS OF DRS. CL AND ME LANDMAN INC. WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

<b>Category of records</b>	<b>Types of the Record</b>	<b>Available on Website</b>	<b>Available upon request</b>
Department Contact Details	Names and Numbers of Company Individuals to Assist with Enquiries	X	X
Service and Product Tariffs	Tariff Structure		X
Patient Information Form Template	Data Collection Form	X	X
Statutory Registration Numbers and Qualifications of Professional Staff	Statutory Council Registration numbers and qualification records		X
Company Terms and Conditions	General Terms and Conditions	X	X

**6. DESCRIPTION OF THE RECORDS OF DRS. CL AND ME LANDMAN INC. WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

<b>Category of Records</b>	<b>Applicable Legislation</b>
BHF PCNS Information Sheet	Medical Schemes Act 131 of 1998
Gauteng Department of Health: Dispensing License	Medicines and related Substances Act 101 of 1965 as amended
HPCSA: Independent Practice Certificates	Health Professions Act 56 of 1974 as amended
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000



**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY DRS. CL AND ME LANDMAN INC.**

Subjects on which the body holds records	Categories of records
Financial	Annual Reports and Statement
Human Resources	<ul style="list-style-type: none"> <li>- HR policies and procedures</li> <li>- EE Plan, COIDA Letter of Good Standing.</li> <li>- Employee records</li> </ul>

**8. PROCESSING OF PERSONAL INFORMATION**

**8.1 Purpose of Processing Personal Information**

*Individual personal information is processed to compile adequate medical records in compliance with the regulations of the HPCSA, to process claims to medical schemes in accordance with the Medical Schemes Act and for statutory notification purposes of notifiable diseases and suspected abuse of minors. Personal information is also used for internal and external collection of professional fees.*

**8.2 Description of the categories of Data Subjects and the information or categories of information relating to that**

Categories of Data Subjects	Personal Information that may be processed
Patients	Name, identity number, sex, marital status, home language, allergies, postal and residential addresses, contact numbers, e-mail address, employer, occupation, medical scheme details (name, plan, member number, dependent code), details for next-of-kin (name, relationship status, contact number), credit status.
Service Providers	Names, registration number, VAT number, address, contact details, banking details.
Employees	Name, identity number, spouse name, home language, gender, marital status, contact numbers, emergency contact numbers, e-mail address, postal and residential address, SARS Tax reference number, banking details, race, disability status, identification photo.

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

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Individual Medical History	<ul style="list-style-type: none"> <li>• Medical Schemes.</li> <li>• Adult individual or minor child older than 12 years of age.</li> <li>• Parent or legal guardian of minor child younger than 12 years of age (excluding any information related to reproductive health).</li> <li>• Parent or legal guardian of minor child older than 12 years of age, with the consent of the child (excluding any information related to reproductive health).</li> <li>• Allied and specialist medical professionals directly involved in the care of the patient.</li> <li>• SAPS or DSD in case of suspected abuse of a minor child or in the investigation of a suspicious death.</li> <li>• Insurance companies, with explicit consent of the individual.</li> <li>• Department of Health in case of diagnosis of a notifiable disease.</li> </ul>
Personal Information	<ul style="list-style-type: none"> <li>• Pharmacies (on legal prescriptions)</li> <li>• Employers (on legal sick certificates)</li> <li>• Pathology Providers, i.e. Lancet</li> <li>• Emergency ambulance services (in case of medical emergency)</li> <li>• Hospital emergency departments (in case of medical emergency)</li> </ul>
Credit and payment history, for credit information	Credit Bureaus

### 8.4 Planned transborder flows of personal information

Not applicable.

**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 company hosts its own secure server to store confidential data. Our network is secured by ESET Cyber Security Software and a DreamWorks Firewall. All user access is password-protected. Confidentiality agreements are in place with all employees and independent contractors. Clinical information is further protected as per the rules and regulations of the Health Professions Council of South Africa.

**9. AVAILABILITY OF THE MANUAL**

9.1 A copy of the Manual is available-

9.1.1 on [www.medipark24.co.za](http://www.medipark24.co.za) ;

9.1.2 head office of DRS. CL AND ME LANDMAN INC. for public inspection during regular 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, as contemplated in Annexure B of the Regulations, shall be payable per each A4-size photocopy.

**10. UPDATING OF THE MANUAL**

The information officer of DRS. CL AND ME LANDMAN INC. will regularly update this manual.

***Issued by***

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**TOBIAS W.G. LERM**  
**PRACTICE MANAGER**  
**(Information Officer)**

Dr Clive Landman  
Dr Marié Landman  
Dr Anneke du Toit  
Dr Louis Geldenhuys  
Dr Charles Bergh  
Dr Hannes Swart  
Dr Chandré Balie  
Dr Michele Laurence  
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Tel: 012 661 5528/9  
info@medipark24.co.za

Medipark Medical Centre  
Panorama Road  
Rooihuiskraal

Date:

**PERSONAL MEDICAL RECORDS REQUEST**

Full name and surname of applicant:

ID number of applicant:

Contact number of applicant:

I would like to request a copy of my medical records from Drs. CL & ME Landman Inc.

Reason for request:

Minor children, younger than 12 years of age, of which I also request copies:

Full names and Surnames	ID Numbers of minor children (<12)
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

If any minor children are included in this request, I confirm that I am their legal guardian as defined by South African legislation.

- Every adult and child, aged 12 years and above, must complete a separate request form [Regulations of the HPCSA and The Children's Act 38 of 2005]
- Proof of identification must be attached to each request form and will be required upon collection of the documents.
- Record requests will be handled promptly but may be delayed up to a maximum of 10 working days.

**I would like my copy of the records (mark the appropriate option):**

- To be sent in electronic format to the following email address:
- To be prepared as a paper copy and I will collect it in person from the practice.

Signature