

# PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

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

**and to address requirements of the Protection of Personal Information Act 4 of 2013 (POPIA)**

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## PAIA MANUAL

### 1. INTRODUCTION

This manual has been prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2 of 2000 ("PAIA"), and incorporates the relevant requirements of the Protection of Personal Information Act, 4 of 2013 ("POPIA").

The purpose of this manual is to:

- provide information regarding the records held by the practice;
  - set out the process for requesting access to records;
  - explain how personal information is processed;
  - provide data subjects with information regarding their rights.
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### 2. PARTICULARS OF THE BUSINESS

#### Practice Details

| Item               | Details                           |
|--------------------|-----------------------------------|
| Practice Name      | Dr Lana Bouwer                    |
| Type of Entity     | Sole Proprietor                   |
| Practice Number    | PR1029665                         |
| Nature of Business | General Medical Practitioner      |
| Physical Address   | 160 Kommissaris Street, Welgemoed |
| Telephone Number   | 072 170 1016                      |
| Email Address      | bouwer.lana@gmail.com             |

| Item    | Details                                                           |
|---------|-------------------------------------------------------------------|
| Website | <a href="https://lanabouwer.co.za/">https://lanabouwer.co.za/</a> |

### 3. INFORMATION OFFICER

In terms of POPIA, the head of a sole proprietorship acts as the Information Officer.

| Role                | Details                                                          |
|---------------------|------------------------------------------------------------------|
| Information Officer | Dr Lana Bouwer                                                   |
| Email Address       | <a href="mailto:bouwer.lana@gmail.com">bouwer.lana@gmail.com</a> |
| Telephone Number    | 072 170 1016                                                     |

No Deputy Information Officer has been appointed.

### 4. GUIDE ON HOW TO USE PAIA

A guide on how to use PAIA has been compiled by the Information Regulator.

The guide contains information regarding:

- the objectives of PAIA;
- how to submit a request for access to information;
- assistance available from the Information Regulator;
- remedies available where requests are refused.

The guide may be obtained from:

#### The Information Regulator (South Africa)

Website: <https://www.justice.gov.za/infoereg/>

Email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

Physical Address: JD House 27 Stiemens Street Braamfontein Johannesburg 2001

### 5. APPLICABLE LEGISLATION

The practice retains records in accordance with applicable legislation, including but not limited to:

- Promotion of Access to Information Act 2 of 2000

- Protection of Personal Information Act 4 of 2013
  - National Health Act 61 of 2003
  - Health Professions Act 56 of 1974
  - Consumer Protection Act 68 of 2008
  - Basic Conditions of Employment Act 75 of 1997
  - Labour Relations Act 66 of 1995
  - Employment Equity Act 55 of 1998
  - Income Tax Act 58 of 1962
  - Value Added Tax Act 89 of 1991
  - Electronic Communications and Transactions Act 25 of 2002
  - Occupational Health and Safety Act 85 of 1993
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## **6. RECORDS HELD BY THE PRACTICE**

The following categories of records are maintained by the practice:

### **6.1 Patient Records**

Including but not limited to:

- patient demographic information;
- consultation notes;
- diagnoses and treatment records;
- prescriptions;
- pathology and radiology reports;
- referral letters;
- billing information;
- medical aid information.

Patient records may be stored electronically via Healthbridge and/or in paper format.

### **6.2 Financial and Accounting Records**

Including:

- invoices;
- receipts;
- banking records;
- tax records;
- supplier records;
- accounting records.

### **6.3 Website and Electronic Records**

Including:

- website contact form submissions;
- electronic communications;

- email correspondence;
- website usage information.

## **6.4 Administrative Records**

Including:

- appointment records;
  - operational records;
  - compliance documentation.
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# **7. PROCESSING OF PERSONAL INFORMATION**

## **7.1 Purpose of Processing**

Personal information may be processed for purposes including:

- providing medical care and treatment;
- maintaining patient records;
- communicating with patients;
- billing and medical aid claims;
- complying with legal and professional obligations;
- website enquiries and communication.

## **7.2 Categories of Data Subjects**

The practice may process information relating to:

- patients;
- prospective patients;
- suppliers and service providers;
- website users.

## **7.3 Categories of Personal Information**

The practice may process:

- identifying information;
- contact information;
- medical and health information;
- financial information;
- medical aid information;
- electronic communication data.

## 7.4 Recipients of Personal Information

Personal information may be shared where necessary with:

- medical schemes and administrators;
- laboratories and radiology providers;
- specialists and healthcare providers;
- Healthbridge;
- accountants and professional advisors;
- regulatory authorities where legally required.

## 7.5 Security Measures

The practice takes reasonable technical and organisational measures to safeguard personal information against loss, unauthorised access, disclosure, or destruction.

Measures may include:

- password-protected systems;
- secure electronic storage;
- restricted access to records;
- secure disposal of records;
- use of reputable third-party service providers.

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## 8. REQUEST PROCEDURE UNDER PAIA

A requester must complete the prescribed PAIA request form and submit it to the Information Officer.

Requests may be submitted via email to:

bouwer.lana@gmail.com

The requester must:

- provide sufficient details to identify the requested record;
- identify the form of access required;
- provide proof of identity where required;
- indicate the right sought to be exercised or protected.

The practice may charge the prescribed request fee and access fee where applicable.

The Information Officer will respond within the period prescribed by PAIA.

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## 9. GROUNDS FOR REFUSAL OF ACCESS

Access to records may be refused on grounds permitted in terms of PAIA, including where:

- disclosure would involve unreasonable disclosure of personal information;
  - the record contains confidential information of a third party;
  - the record is privileged;
  - disclosure may endanger the safety or health of an individual;
  - the request is manifestly frivolous or vexatious.
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## 10. AVAILABILITY OF THE MANUAL

This manual is:

- available on request from the practice;
  - published on the practice website where applicable;
  - available for inspection at the practice premises.
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## 11. UPDATING OF THE MANUAL

This manual may be updated from time to time to reflect changes in legislation, business operations, or information processing activities.

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## 12. PRESCRIBED FORMS

The prescribed PAIA request forms are available from:

- the Information Regulator;
  - the Department of Justice website;
  - the practice on request.
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## 13. COMPLAINTS TO THE INFORMATION REGULATOR

Any person may lodge a complaint with the Information Regulator regarding the processing of personal information or access to records.

### Contact Details

Information Regulator (South Africa)

Website: <https://www.justice.gov.za/infoereg/>

Email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

Physical Address: JD House 27 Stiemens Street Braamfontein Johannesburg 2001

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## **14. EFFECTIVE DATE**

This manual is effective from May 2026.

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Dr Lana Bouwer Information Officer