Section 51 PAIA Manual Dr. Johan Baard Orthodontist

PAIA Manual

This manual was prepared in accordance with section 51 of the Promotion of Access to Information Act, 2000 and to address requirements of the Protection of Personal Information Act, 2013.

This manual applies to

Dr. Johan Baard Orthodontist

(hereinafter "the Practice")

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Index

Version Control **3**
PART A: INTRODUCTION **4**
A.1. What is the purpose of this Manual? 4
A.2. What is the status and scope of this Manual? 4
A.3. Introduction to the Organisation 4
A.4. What is the Data Subject rights under the Promotion of Access to Information Act, 2000? 4
INFORMATION REGULATOR 5
A.5. Availability of this manual [S 51(1)(b) – Promotion of Access to Information Act] 5
A.6. Description of the guide referred to in section 10, if available, and how to obtain access to it: [S 51(1)(b)(i)] 6
A.7. Records that are automatically available without a person having to request access in terms of this Act 6
A.8. Description of the records of the body which are available in accordance with any other legislation [S 51(1)(b)(iii)] 6
Part B: Make a Request under PAIA **10**
B.1. How can I make a request to the Practice under PAIA [S 51(1)(b)(iv)]? 10
B.2. How will my PAIA request be processed by the Practice? 10
B.3. Grounds for Refusal of Access to Records in Terms of PAIA. 11
B.4. What if I'm not happy about how the Practice handled my PAIA/POPIA request? 11
B.5. What are the charges applicable to my PAIA/POPIA request? 12
Part C: Protection of Personal Information Act **14**
C.1. Purpose of the processing 14
C.2. Categories of data subjects and of the information or categories of information relating thereto 15
C.3. Planned transborder flows of personal information 16
C.4. General description allowing a preliminary assessment of the suitability of the information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information which is to be processed 16
Part D: Forms **18**
D.1. Form 2_ Request for Access to Record of Private Body [A S 51(1)(b)(iv) & 51(1)(e)] 18
D.2. Form 2_Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information 24
D.3. Form 1_Objection to the Processing of Personal Information 27

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Version Control

Version	Date	Author/Reviewer	Comment
1.01	17 June 2025	Adv. Frikkie Marais	Finalised for publication, effective from 17 June 2025

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PART A: INTRODUCTION

A.1. What is the purpose of this Manual?

A.1.1. Under the Promotion of Access to Information Act 2000 ("PAIA"), **Dr. Johan Baard Orthodontist (the Practice)** is required to grant individuals access to records held by **the Practice** if that record is required by the individual to exercise or protect any legal right that individual enjoys under the law.

A.1.2. Additionally, under the Protection of Personal Information 2013 ("POPIA"), **the Practice** is required to be open and transparent about how **the Practice** handles personal information and allow individuals to access and correct their personal information.

A.1.3. The purpose of this Manual is to set out the information which **the Practice** is legally required to disclose under PAIA and POPIA, and to explain how you can exercise your statutory rights under PAIA and POPIA with respect to records and personal information handled by **the Practice.**

A.1.4. **the Practice** is a practice in the field of Orthodontist. We work in the health sector and are healthcare professionals registered under the Health Professions Act, 1974 and are subject to the rules and regulations of the Health Professions Council of SA (HPSCA).

A.2. What is the status and scope of this Manual?

This Manual (version 1.01) was last updated on 17 June 2025 and will become effective on **17 June 2025**. This Manual may be revised from time to time to reflect changes in laws and regulations, or changes in **the Practice's** business operation.

A.3. Introduction to the Organisation

A.3.1. **the Practice** falls within the definition of a "private body" and this Manual has been compiled in accordance with the said provisions and to fulfil the requirements of the Act.

A.3.2. A "private body" is defined as any natural person who carries or has carried on any trade, business or profession, but only in such capacity or any partnership which carries or has carried on any trade, business or profession or any former or existing juristic person (e.g. any company, close corporation or business trust).

A.4. What is the Data Subject rights under the Promotion of Access to Information Act, 2000?

A.4.1. On 9 March 2001, the Promotion of Access to Information Act, became operative, giving effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights; and to provide for matters connected therewith.

A.4.2. Under PAIA, everyone has the right to access

a) any information held by the state; and

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b) any information that is held by another person and that is required for the exercise or protection of any rights.

A.4.3. Records **the Practice** makes available under PAIA is described in **Part C** of this Manual. If you wish to make a request under PAIA **the Practice**, please follow the procedure described Section B of this Manual. Please note that your request will be subject to the applicable charges set out in Section B.5.

A.4.5. You can learn more about your rights under PAIA by contacting the office of the Information Regulator ("**IR**") at:

INFORMATION REGULATOR

Address Physical:	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2001
Address Postal:	P.O Box 31533, Braamfontein, Johannesburg, 2017
Tel No:	+27 (0) 10 023 5200
Email – POPIA Complaints:	POPIAComplaints@inforegulator.org.za on the webpage https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form05-Reg10-2.pdf
EMail: PAIA Complaints:	PAIAComplaints@inforgulator.org.za on he webpage https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form05-Reg10-2.pdf
Web Address:	https://inforegulator.org.za/paia-guidelines/

A.4.6. IR has produced a detailed guidance on how to exercise your rights under PAIA. This guidance (known as PAIA Section 10 Guide) is available from SAHRC and can be accessed on the IR's website - https://inforegulator.org.za/paia-guidelines/.

A.5. Availability of this manual [S 51(1)(b) – Promotion of Access to Information Act]

A.5.1. A copy of this manual is available to the public for inspection at our website/registered offices as listed below or on request from the designated contact person.

A.5.2. **Contact Details** [**S 51(1)(a)] -** This contact person is responsible for the administration of and compliance with the Act in a fair objective and unbiased manner.

Practice Name:	Dr. Johan Baard Orthodontist
Information Officer:	Dr. Jakobus J. Baard
E-Mail me:	johan@johanbaard.com
Deputy Information Officer:	Linda Harrison

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E-Mail me:	linda@johanbaard.com
Visit us:	186A Joubert Street, Rustenburg, 2999
Call us:	(014) 592-6941

A.6. Description of the guide referred to in section 10, if available, and how to obtain access to it: [S 51(1)(b)(i)]

A.6.1. The Act grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

A.6.2. Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided.

A.6.3. Requesters are referred to the Guide in terms of Section 10 which has been compiled by the Information Regulator, which will contain information for the purposes of exercising Constitutional Rights.

A.6.4. The Guide is available from the offices of the Information Regulator.

A.6.5. The contact details of the Information Regulator is as in paragraph A.4.5.

A.7. Records that are automatically available without a person having to request access in terms of this Act [S 51(1)(b)(ii)]

Inspection in terms of legislation other than this Act	None
Purchase or copying from us	None
From us free of charge	List of Services, information leaflets
From us free of charge	Section 51 PAIA Manual
From us free of charge	Section 18 POPIA Privacy Notice
From us free of charge	Information Officer Details

A.8. Description of the records of the body which are available in accordance with any other legislation [S 51(1)(b)(iii)]

A.8.1. Records are kept in accordance with the following legislation (this list is not exhaustive):

A.8.1.1. Basic Conditions of Employment Act 75 of 1997 (BCEA)

Record containing the following information Section 31 of the BCEA:

(a) employee's name and occupation;

(b) time worked (attendance register);

(c) remuneration paid (wages register);

(d) date of birth if under 18 years of age.

8.1.2. Occupational Health and Safety Act 85 of 1993

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(a) A copy of the Occupational Health and Safety Act 85 of 1993

8.1.3. Compensation for Occupational Injuries and Diseases Act 130 of 1993

(a) All records required by the Act.

8.1.4. Employment Equity Act 55 of 1998

(a) Summary of the Employment Equity Act, 55 of 1998, issued in terms of Section 25(1)

8.1.5. Income Tax Act 58 of 1962

(a) All records required by the Act.

8.1.6. Labour Relations Act 66 of 1995

(a) Records of disciplinary hearings (if any)

8.1.7. Unemployment Insurance Act 30 of 1966

(a) Records detailing the contributions by contributors employed by the employer in respect of earnings paid, time worked, payments made for piece work and overtime.

8.1.8. Value Added Tax Act 58 of 1962.

(a) All records required by the Act.

8.1.9. Promotion of Access to Information Act 2 0f 2000.

(a) All records required by the Act.

8.1.10. Protection of Personal Information Act 4 of 2013.

(a) All records required by the Act.

8.1.11. National Health Act 61 of 2003.

(a) All records required by the Act.

8.1.12. Medical Schemes Act 121 of 1998.

(a) All records required by the Act.

8.1.13. Medicines & Related Substances Act 101 of 1965.

(a) All records required by the Act.

8.1.14. Children's Act 38 of 2005.

(a) All records required by the Act.

8.1.15. Health Professions Act 56 of 1974.

(a) All records required by the Act.

A.8.2. The subjects on which the organisation holds records and the categories on each subject are as listed below. Please note that a requestor is not automatically allowed to these records and that access to them may be refused in accordance with Section 62 of the Act.

8.2.1. Administration

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(a) Attendance registers

(b) Correspondence

(c) Founding Documents

(d) Licences (categories)

(e) Minutes of Staff Meetings

(f) Statutory Returns

8.2.2. Human Resources

(a) Conditions of Service

(b) Employee Records

(c) Employment Contracts

(d) Employment Equity Records (if applicable)

(e) General Correspondence

(f) Industrial and Labour Relations Records

(g) Information relating to Health and Safety Regulations

(h) Pension and Provident Fund Records (if applicable)

(i) Performance Appraisals

(j) Personnel Guidelines, Policies and Procedures

(k) Remuneration Records

(l) Skills Requirements

(m) Statutory Records

(n) Training Records

8.2.3. Operations

(a) Operational Records

8.2.4. Finances

(a) Annual Financial Statements

(b) Asset Register

(c) Banking Records

(d) Budgets

(e) Contracts

(f) Financial Transactions

(g) General Correspondence

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(h) Insurance Information

(i) Internal Audit Records

(j) Management Accounts

(k) Purchase and Order Information

(l) Stock Records

(m) Tax Records (company and employee)

8.2.5. Information Technology

(a) IT Policies and Procedures

(b) User Manuals

8.2.6. Client / Patient Records

(a) Client / patient lists

(b) Health records

(c) Medical reports

(d) Funding records

(e) Agreements

(f) Consent

(g) Financial and billing information

Note: In the health sector, personal and patient information are protected by legislation and ethical rules, disclosures can only take place within those frameworks.

8.2.7. Third Part Information

(a) Which may be in our possession, but which would be subject to the conditions set in relation to such possession and use or puprose limitations.

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Part B: Make a Request under PAIA

B.1. How can I make a request to the Practice under PAIA [S 51(1)(b)(iv)]?

B.1.1. Records held by the Practice may be accessed on request only once the requirements for access have been met.

B.1.2. A requester is any person making a request for access to a record of the Practice and in this regard, the Act distinguishes between two types of requesters:

B.1.2.1. Personal Requester

A personal requester is a requester who is seeking access to a record containing personal information about the requester. Subject to the provisions of the Act and applicable law, the Practice will provide the requested information, or give access to any record about the requester's personal information. The prescribed fee for reproduction of the information requested will be charged by the Practice.

B.1.2.2. Other Requester

This requester (other than a personal requester) is entitled to request access to information pertaining to third parties. However, the Practice is not obliged to grant access prior to the requester fulfilling the requirements for access in terms of the Act. The prescribed fee for reproduction of the information requested will be charged by the Practice.

B.2. How will my PAIA request be processed by the Practice?

B.2.1. A requester must comply with all the procedural requirements contained in the Act relating to a request for access to a record.

B.2.2. A requester must complete the request form enclosed herewith in Appendix A and submit it, as well as the payment of a request fee, if applicable to the information officer at the physical address, or electronic mail address as stated herein.

B.2.3. The request form must be filled in with enough information to at least enable the information officer to identify:

(a) The record or records requested.
(b) The identity of the requester.
(c) What form of access is required?
(d) The postal address or fax number of the requester.

B.2.4. A requester must state that he or she requires the information to exercise or protect a right, and clearly state what the nature of the right is, so to be exercised or protected.

B.2.5. The requester must also provide an explanation of why the requested record is required for the exercise or protection of that right.

B.2.6. the Practice will process a request within 30 days, unless the requestor has stated special reasons which would satisfy the information officer that circumstances dictate that this period not be complied with.

B.2.7. The requester shall be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he or she must state the way it is required.

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B.2.8. If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the information officer.

B.2.9. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally to the Information Officer.

B.3. Grounds for Refusal of Access to Records in Terms of PAIA.

The following are the grounds on which the Practice may, subject to the exceptions contained in Chapter 4 of PAIA, refuse a Request for Access in accordance with Chapter 4 of PAIA:

B.3.1. Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable.

B.3.2. Mandatory protection of the commercial information of a third party, if the Records contain:

(a) Trade secrets of that third party.
(b) Financial, commercial, scientific, or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or
(c) Information disclosed in confidence by a third party to the Practice, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition.

B.3.3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.

B.3.4. Mandatory protection of the safety of individuals and the protection of property.

B.3.5. Mandatory protection of Records that would be regarded as privileged in legal proceedings.

B.3.6. Protection of the commercial information of the Practice, which may include:

(a) Trade secrets.
(b) Financial/commercial, scientific, or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of the Practice.
(c) Information which, if disclosed, could put the Practice at a disadvantage in contractual or other negotiations or prejudice the Practice in commercial competition; and/or
(d) Computer programs which are owned by the Practice, and which are protected by copyright and intellectual property laws.

B.3.7. Research information of the Practice or a third party, if such disclosure would place the research or the researcher at a serious disadvantage, and

B.3.8. Requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

B.4. What if I'm not happy about how the Practice handled my PAIA/POPIA request?

B.4.1. If you are not satisfied about the way in which your request was handled by the Practice (including where you are not happy about the Access Fee charged by the Practice the length of time the Practice is taking to process your request), you can make an application for relief to the Constitutional Court, the High Court or another court of similar status.

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B.4.2. Please note that if you wish to make an application to the court, you will need to do so within 180 days of receiving the relevant decision made by the Practice**.**

B.5. What are the charges applicable to my PAIA/POPIA request?

B.5.1. There are two types of fees which are payable under PAIA, namely Request Fee, and Access Fee.

B.5.2. Request Fee is payable upon making a request to access records/personal information, and it is **R 140.00** (inclusive of VAT) for each request.

B.5.3. Access Fee is payable in respect of records/personal information which are produced in response to your request. Access Fee is payable by everyone who makes a request. The rate of Access Fees are as follows:

Type of activity involved in producing the record or personal information	**Rate (inc. VAT)**
Photocopy or printed black & white copy for every A4 page	R 2.00
For every printed copy of an A4-size page or part thereof. Held on a computer or in electronic or machine-readable form.	R 2.00
For a copy in a computer-readable form on a flash drive (provided by the requester).	R 40.00
For a copy in a computer-readable form on a compact disc (CD) if the requester provides the CD to us.	R 40.00
For a copy in a computer-readable form on a compact disc (CD) a compact disc (CD) if we give the CD to the requester.	R 60.00
For a transcription of visual images, for an A4-size page or part of the page	This service will be outsourced. The fee will depend on the quotation from the service provider.
For a copy of visual images.	This service will be outsourced. The fee will depend on the quotation from the service provider.
For a transcription of an audio record, for an A4-size page or part thereof.	R 24.00
For a copy of an audio record on a flash drive (provided by the requester)	R 40.00
For a copy of an audio record on compact disc (CD) if we give the CD to the requester	R 40.00
For a copy of an audio record on compact disc (CD) if the requester provides the CD to us	R 40.00
Each hour or part of an hour (excluding the first hour) reasonably required to search for and prepare the record/personal information for disclosure. The search and preparation fee cannot exceed	R 145.00 R435.00

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Type of activity involved in producing the record or personal information	**Rate (inc. VAT)**
For posting the record/personal information.	Actual postage incurred
For confirming whether **the Practice** handles personal information of the requestor (POPIA s23(1)(a) request)	Free of charge

B.5.4. Please note that:

(a) where Request Fee is payable, your request will not be processed until you pay the Request Fee;
(b) where Access Fee is payable, the record/personal information you requested will not be released until the Access Fee is paid; and

B.5.5. Please also note that if you are not a private individual and if the search for and preparation of the record requested is in **the Practice**'s view likely to require more than 6 hours of work, **the Practice** reserves the right to require you to pay 1/3rd of the Access Fee up front as a deposit.

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Part C: Protection of Personal Information Act

C.1. **Purpose of the processing** [S 51(1)(c)(i)]

Description of category of data subjects	Purpose of the Processing
Employees	1. Human Resource Management 2. Verification of applicant employees' information during recruitment process 3. General matters relating to employees: a. Pension; b. Medical aid; c. Payroll; d. Disciplinary action; e. Training relationship. 4. Any other reasonably required purpose relating to the employment or possible employment 5. Legal obligation
Clients	1. Registration as a client. 2. Compliance with Legislation. 3. Delivering of Service. 4. Manage payments, etc. 5. Manage our relationship.
Visitors	Security of employees and facilities.
Suppliers, professional advisers and consultants	1. Administration of Agreement 2. Verifying and updating information 3. Performing duties in terms of any agreement. 4. Make, or assist in making, credit decisions. 5. Operate and manage accounts and manage any application, agreement or correspondence vendors may have with the Organisation. 6. Communicating with vendors by email, SMS, letter, telephone or in any other way about the Organisation's the services. 7. Performing other administrative and operational purposes including the testing of systems. 8. Recovering any debt vendors may owe the Organisation. 9. Complying with the Organisation's regulatory and other obligations. 10. Any other reasonably required purpose relating to the Organisation business
Patient Personal Information	1. Retention of records as required by the law and the HPCSA; 2. Direct patient care; 3. Providing of health services; 4. Accessing health products (prescriptions and product orders); 5. Sharing with other healthcare providers and third parties (with patient consent and legal requirements); 6. Collection of fees; 7. To manage our relationship with patients.
Main Member of Medical Scheme / Person Responsible for Account	1. To manage our relationship with the main member or person responsible for the payment of the account;

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	2. Claiming from medical schemes; 3. Complying with legal obligations.

C.2. Categories of data subjects and of the information or categories of information relating thereto [S 51(1)(c)(ii)]

Category of data subjects	Information or categories of information relating thereto
Employees	1. Full name and identifying particulars. 2. Occupation of the employee. 3. Remuneration paid. 4. Tax which has been deducted. 5. Unemployment insurance fund contributions. 6. Disciplinary Proceedings. 7. Banking Details. 8. List / register list of every security officer and other person employed. 9. List or register of every security officer made available or whose services are made available. 10. Wage & Remuneration Register 11. Copies of payslips. 12. Attendance register 13. Posting sheet as in par 10(7)(f) of the Private Security Industry Regulation Act, 2001 14. Personel files as in par 10(7)(g) of the Private Security Industry Regulation Act, 2001 15. Legal authorisation – firearms as in par 10(7)(j) of the Private Security Industry Regulation Act, 2001
Clients	1. Names. 2. Contact details. 3. Postal address. 4. Date of birth. 5. ID number. 6. Tax related information. 7. Nationality. 8. Gender. 9. Confidential correspondence. 10. Written contracts as in par 10(7)(h) of the Private Security Industry Regulation Act, 2001
Visitors	Full name and identifying particulars
Suppliers, professional advisers and consultants	1. Company, Contact Person and Banking Details. 2. Professional details.
Patients	1. Personal (identifying) particulars of the patient. 2. The bio-psychosocial history of the patient, including allergies and idiosyncrasies. 3. The time, date and place of every consultation. 4. The assessment of the patient's condition. 5. The proposed clinical management of the patient. 6. The medication and dosage prescribed. 7. Details of referrals to specialists, if any. 8. The patient's reaction to treatment or medication, including adverse effects. 9. Test results. 10. Imaging investigation results. 11. Information on the times that the patient was booked off from work and the relevant reasons. 12. Written proof of informed consent, where applicable.

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Main Member / Person Responsible for Payment of the Account	1. The surname and initials of the member; 2. the surname, first name and other initials, if any, of the patient; 3. the name of the medical scheme concerned; 4. the membership number of the member

C.3. Planned transborder flows of personal information [S 51(1)(c)(iv)]

C.3.1. Whenever we transfer your Personal Information out of your country, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

(a) We will only transfer your Personal Information to countries that have appropriate data protection and privacy legislation to protect your Personal Information.

(b) Where we use certain service providers, we conclude an agreement with them to confirm that your Personal Information is confidential, they can only process on our instructions and that they should establish and maintain appropriate technological and organisational measures to protect your Personal Information.

(c) Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide protection to Personal Information similar to the principles under the GDPR, which we believe are good principles to ensure compliance.

C.3.3. By submitting your Personal Information to us you consent to the transfer of your Personal Information outside the borders of the Republic of South Africa.

C.4. General description allowing a preliminary assessment of the suitability of the information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information which is to be processed [S 51(1)(c)(v)]

C.4.1. **The Practice** undertakes to institute and maintain the data protection measures to accomplish the following objectives outlined below. The details given are to be interpreted as examples of how to achieve an adequate data protection level for each objective the Practice may use alternative measures and adapt to technological security development, as needed, provided that the objectives are achieved.

1. **Access Control of Persons**:

   T**he Practice** implemented suitable measures in order to prevent unauthorized persons from gaining access to the data processing equipment where the data are processed.

2. **Data Media Control**:

   The Practice implemented suitable measures to prevent the unauthorized manipulation of media, including reading, copying, alteration or removal of the data media used by **the Practice** and containing personal information of Customers.

3. **Data Memory Control:**

   The Practice implemented suitable measures to prevent unauthorized input into data memory and the unauthorised reading, alteration or deletion of stored data.

4. **User Control:**

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The Practice implemented suitable measures to prevent its data processing systems from being used by unauthorised persons by means of data transmission equipment.

5. **Access Control to Data**:

   The Practice represents that the persons entitled to **the Practice's** data processing system are only able to access the data within the scope and to the extent covered by their respective access permissions (authorisation).

6. **Transmission Control:**

   The Practice is enabling the verification and tracing of the locations / destinations to which the personal information is transferred by utilization of **the Practice**'s data communication equipment / devices.

7. **Transport Control:**

   The Practice implemented suitable measures to prevent Personal Information from being read, copied, altered or deleted by unauthorized persons during the transmission thereof or during the transport of the data media.

8. **Organisation Control**:

   The Practice shall maintain its internal organisation in a manner that meets the requirements of this Manual.

C.4.2. The Practice is doing this by implementing the following security measures:

a) Staff awareness program
b) Policies
c) Procedure Guidelines
d) Technical Security Measures
e) Organisational Security Measures

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Part D: Forms

PAIA Form 2 Request for Access to Record of Private Body [A S 51(1)(b)(iv) & 51(1)(e)]

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:			

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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

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.)*

Description of record or relevant part of the record:	
Reference number, if available	

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Any further particulars of record	

TYPE OF RECORD *(Mark the applicable box with an "**X**")*	
Record is in written or printed form	
Record comprises virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
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 *(Mark the applicable box with an "**X**")*	
Printed copy of record *(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 record on flash drive *(including virtual images and soundtracks)*	
Copy of record on compact disc drive*(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

MANNER OF ACCESS *(Mark the applicable box with an "**X**")*	
Personal inspection of record 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)*	

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Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
Preferred language *(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)*	

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.*

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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

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D.2. Form 2_Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information

FORM 2

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017

[Regulation 3(2)]

Note:

1. *Affidavits or other documentary evidence in support of the request must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number….

Mark the appropriate box with an "x".

Request for:

☐ Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

☐ Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

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A	DETAILS OF THE DATA SUBJECT
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	

B	DETAILS OF RESPONSIBLE PARTY
Name and surname of responsible party *(if the responsible party is a natural person)*:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	

Name of public or private body *(if the responsible party is not a natural person)*:	
Business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	

C	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. *(Please provide detailed reasons for the request)*

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***** *Delete whichever is not applicable*

Signed at ..... this ..... day of .....20……...

.....

Signature of Data subject

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D.3. Form 1_Objection to the Processing of Personal Information

FORM 1

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017

[Regulation 2(1)]

Note:

1. *Affidavits or other documentary evidence in support of the objection must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number….

A	DETAILS OF DATA SUBJECT
Name and surname of data subject:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	
B	**DETAILS OF RESPONSIBLE PARTY**
Name and surname of responsible party *(if the responsible party is a natural)*:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	

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Name of public or private body*(if the responsible party is not a natural person)*:	
Business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	

C	**REASONS FOR OBJECTION** *(Please provide detailed reasons for the objection)*

Signed at ..... this ..... day of .....20……...

.....
Signature of data subject (applicant)

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