CLINIX HEALTH GROUP (PTY) LTD MANUAL IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT, NO 2 OF 2000

(for the period December 2025 to December 2026)

1. LIST OF ACRONYMS AND ABBREVIATIONS

"**Clinix**" Clinix Health Group;

"**DIO''** Deputy Information Officer;

"**IO''** Information Officer;

"**PAIA''** Promotion of Access to Information Act No. 2 of 2000;

"**POPIA''** Protection of Personal Information Act No. 4 of 2013;

"**Processing**" means any operation or activity or any set of operations whether by automatic means concerning personal information, including –

a) The collection, receipt, recording organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;

b) Dissemination by means of transmission, distribution or making available in other form; or

c) Merging, linking, as well as restriction, degradation, erasure or destruction of information.

"**Regulator''** Information Regulator;

"**Requester**" means any person or entity (including any data subject) requesting access to a record that is under the control of Clinix.

"**Third-party''** means any independent contractor, agent, consultant, sub-contractor or other representative of Clinix.

2. PREAMBLE

Manual of the Clinix Health Group (Pty) Ltd (as per the individual companies and entities on the

attached list, herein represented by Clinix Health Group (Pty) Ltd prepared in terms of section 51 of the Promotion of Access to Information Act, No 2 of 2000.

3. BACKGROUND TO ACCESS TO INFORMATION

3.1. The Promotion of Access to Information Act No. 2 of 2000 ("the Act") was enacted on 3 February 2000, giving effect to the Constitutional right in terms of section 32 of the Bill of Rights as contained in the Constitution of the Republic of South Africa 108 of 1996 to access information held by the State or Private Institution and that is required for purpose of exercising or protecting rights.

3.2. In terms of section 51 of the Act, all Private Bodies are required to compile an Information Manual ("PAIA Manual").

3.3. Where a request is made in terms of the Act, the Private Body will be obliged to release the information, except where the Act expressly provides that the information may not be released.

4. INTRODUCTION

4.1. Clinix Health Group ("Clinix") is a Private Limited Company and through its subsidiaries and associates carries on the business as a surgical and medical private hospital group, providing an extensive range of general and specialised medical care services throughout the various locations in Republic of South Africa.

4.2. The purpose of this manual is to facilitate requests for access to records of the Clinix Health Group of entities as listed in the Annexure to this manual.

4.3. The terms and conditions of this manual shall apply mutatis mutandis to the Subsidiaries and Associates of the Company.

4.4. Section 9 of the Act recognises that the right to access information cannot be unlimited and should be subject to justifiable limitations, including but not limited to:

- Limitations aimed at the reasonable protection of privacy
- Balancing the rights with any other rights as contained in the Bill of Rights in the Constitution
- Commercial confidentiality and
- Effective and efficient good governance.

4.5. Nothing stated in this manual shall limit, or constitute a waiver of, any of the rights of the requester or of the Company in terms of the Act.

4.6. The Company makes no representation and gives no undertaking that the information in this

manual or any information provided by the Company to a requester thereof is complete or accurate, or that such information is fit for any purpose. All users of any such information shall use such information entirely at their own risk and the Company shall not be liable for any loss, expense, liability or claims howsoever arising, resulting from any use of this manual or of any information provided by the Company or from any error therein.

4.7. All users irrevocably agree to submit exclusively to the laws of the Republic of South Africa and to the exclusive jurisdiction of the courts of the Republic of South Africa in respect of any dispute arising out of the use of this manual or of any information provided by the Company.

4.8. In addition, the Information Regulator as appointed in the Protection of Personal Information Act 4 of 2013, will be responsible to regulate compliance with the Act and its Regulations.

4.9. Inside the Manual you will be able to view the categories of information which we possess. You will also be shown the correct procedure to follow should you require access to any of this information. The manual will be updated from time to time. A copy of the manual is available on our website – www.clinix.co.za

5. PARTICULARS OF COMPANY AND AUTHORISED OFFICER

Name of company	:	Clinix Health Group (Pty) Ltd Registration number: 1997/017587/07
Authorized Officer	:	Kubashnie Pillay Chief Legal Officer
Postal Address	:	P O Box 805, Houghton, 2041
Street Address	:	Clinix Health Group 35 Morsim Road, Hyde Park 2196
Telephone number	:	+27 11 429 1000
Fax number	:	+27 11 429 1110
E-mail address	:	Legal@clinix.co.za

The Act prescribes the appointment of an Information Officer/s responsible to assess requests for access to information. The Designated Information Officer appointed in terms of this Act also refers to the Information Officer as referred to in the Protection of Personal Information Act 4 of 2013. The Information Officer/s is/are responsible for encouraging compliance with the principles and conditions for the lawful processing of personal information, dealing with requests made to the company by a data subject and working with the relevant Regulator or Authority on any requests. All requests for information should be addressed to the Designated Information Officer per the email addresses above.

6. INFORMATION REGULATOR GUIDE

The Information Regulator has published the guide as is prescribed by section 10 of the PAIA. The guide is available at the offices of the Information Regulator.

Physical Address Postal Address: 54 Maxwell Dr, Woodmead, Midrand, 2191

Telephone: +27 (0) 10 023 5200

E-mail: helpdesk@inforegulator.org.za.

Website: https://eservices.inforegulator.org.za/

7. 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, 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 the PAIA and POPIA.

7.2. The Guide is available in each of the official languages.

7.3. The aforesaid Guide contains the description of- 7.3.1. the objects of PAIA and POPIA;

7.3.2. the postal and street address, phone, and fax number and, if available, electronic mail address of-

7.3.2.1. the Information Officer of every public body, and

7.3.2.2. the Deputy Information Officer of every public body designated in terms of Section 17(1) of the PAIA and Section 56 of POPIA;

7.3.3. the manner and form of a request for

7.3.3.1. access to a record of a public body contemplated in Section 11.

7.3.4. the assistance available from the Information Officer of a public body in terms of the PAIA and POPIA;

7.3.5. the assistance available from the Regulator in terms of the PAIA

7.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by the PAIA and POPIA, including the manner of lodging-

7.3.6.1. an internal appeal;

7.3.6.2. a complaint to the Regulator; and

7.3.6.3. an application with a court against a decision by the information officer of a public body or a decision by the Regulator;

7.3.7. the provisions of Section 14 of PAIA requiring a public body to compile a manual, and how to obtain access to a manual;

7.3.8. the provisions of Section 15 of PAIA providing for the voluntary disclosure of categories of records by a public body.

7.3.9. the notice issued in terms of Sections 22 of PAIA regarding fees to be paid in relation to requests for access; and

7.3.10. the regulations made in terms of Section 92 of PAIA.

7.3.11. 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

7.4. The Guide can also be obtained-

7.4.1. upon request to the Information Officer;

7.4.2. from the website of the Regulator (https://www.justice.gov.za/inforeg/).

7.4.3. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours- in English and IsiZulu.

8. INFORMATION AUTOMATICALLY AVAILABLE

This refers to Section 51(1)c of the Act.

The following categories of records are automatically available for inspection, purchase or photocopying. In other words, you do not need to request this information in terms of the Promotion of Access to Information Act. These categories of information are also available from our Designated Information Officer, whose contact details appear in section 5 of this manual.

8.1. Annual Reports.

8.2. Interim Reports.

8.3. Records on our website www.clinix.co.za.

9. DESCRIPTION OF RECORDS THAT ARE AVAILABLE IN ACCORDANCE WITH THE FOLLOWING LEGISLATION

All records that are legally required to be kept by the company in terms of the following legislation are available: This refers to S51 (1) (D) of the Act. Records are kept in accordance with the following legislation, as amended from time to time:

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Applicable legislation	Category of records
Companies Act, No. 71 of 2008	Any documents, accounts, books, writing, records or other information that a company is required to keep in terms of the Companies Act. Memorandum of Incorporation (and any alterations or amendments). Rules. Record of directors (current and past). Copies of all reports presented at the annual general meeting of the company. Copies of all annual financial statements required by the Companies Act. Copies of all accounting records required by the Companies Act. Notice and minutes of all shareholders meetings including adopted resolutions. Copies of any written communication to holders of securities. Minutes of meetings and resolutions of directors, or directors' committees or the audit committee

Protection of Personal Information Act, No. 4 of 2013	Records of Personal Information.
Compensation for Occupational Injuries and Diseases Amendment Act, No. 10 of 2022	A record of each recommendation made to an employer regarding any matter affecting the health or safety of persons at the workplace and of any report made to an inspector in terms of the recommendation. Incident reports. Records of assessments and air monitoring and the asbestos inventory. Medical surveillance records. Records of ergonomic risk assessment record. Risk control records. Reports for lifts. Records of assessments and noise monitoring. Pressure equipment records.
Basic Conditions of Employment Act, No. 75 of 1997	Written particulars of employment. A record containing at least the following information: employee's name and occupation; the time worked by each employee; the remuneration paid to each employee; the date of birth of any employee under 18 years of age; and any other prescribed information.
Employment Equity Act, No. 55 of 1998	Records in respect of the Clinix workforce. The employment equity plan. Copy of the report submitted to the Director-General.
Labour Relations Act, No. 66 of 1995	Records in compliance with any applicable collective agreement, arbitration award and determination made in terms of the Wage Act. Record of the prescribed details of any strike, lockout or protest action involving Clinix employees. Records for each employee specifying the nature of any disciplinary transgressions, the actions taken by the employer and the reasons for the actions.
National Health Act, 61 of 2003	General patient records (adults). Minor patient records. Mentally incapacitated patient records. Patient records relating to long-term health conditions. Patient health records falling under OHSA.

Unemployment Insurance Act, No. 63 of 2001	Records of employees including names, ID numbers, monthly remuneration, address of employment.
Tax Administration Act, No. 28 of 2011	Tax submission records; books of account or documents related to the submission.
Income Tax Act, No.58 of 1962	Records showing the amounts of remuneration paid or due by the employer to such employee; the amount of employees' tax deducted or withheld from the amounts of remuneration; the income tax reference number of that employee where that employee is registered as a taxpayer in terms of section 67.
Value Added Tax Act, No. 89 of 1991	Record of all goods and services supplied by or to the vendor showing the goods and services; the rate of tax applicable to the supply and the suppliers or their agents; tax invoices; credit notes; debit notes; bank statements; deposit slips; stock lists; paid cheques.

And any other legislation relevant to the business concerned.

10. INFORMATION NOT AUTOMATICALLY AVAILABLE

This refers to S51 (1) e of the Act. The following records are not automatically available without a request therefore in terms of the Act:

10.1. Company Secretarial

- Company Memorandum of Incorporations / Registers / Resolutions or Extracts of meetings / Statutory returns
- Movable and Immovable Property
- Title Deeds
- Lease Agreements
- Hire Agreements / Rental Agreements
- Hire-purchase agreements
- Credit Sale Agreements / Instalment Sale Agreements
- Intellectual Property

- Trademarks
- Patents
- Copyright
- Designs
- Licensing agreements
- Insurance
- Insurance Policies / Claims File

10.2. Third Parties

- Records held by the Company relating to other parties, including financial records, correspondence, contractual records, records provided by other parties and records third parties have provided about the Company's contractors and suppliers in respect of contractors, suppliers, subsidiary or fellow subsidiary companies, joint venture partners and service providers.
- Patient records will not be disclosed to any other party without appropriate written consent being in place from patient.

10.3. Taxation

- Income tax files
- Human Resources
- Policies and procedures
- Employee information
- Personnel files
- Conditions of Employment
- Internal Evaluation Records (where applicable)
- Correspondence
- Training Schedule and Related Material
- Agreements
- Forms and applications
- Standard letters and notices

10.4. Finance

- Financial statements

- Reports and returns
- Banking details and bank account records
- Debtors/creditors statements and invoices

10.5. Operations

- Policies and procedures
- Reports and supporting documentation

10.6. Information technology

- System documentation and manual

10.7. Administration

- Correspondence with internal and external parties

11. PROCEDURE FOR REQUESTING A RECORD NOT AUTOMATICALLY AVAILABLE

11.1. The requester must use the prescribed form annexed hereto to make the request for access to a record. This must be made to the Designated Information Officer of Clinix. This request must be made to the address or email address of Clinix as noted in section 5 above.

11.2. The requester must provide sufficient detail on the request form to enable the Designated Information Officer of Clinix to identify the record and the requester. The requester should also indicate which form of access is required and specify a postal address or email account. The requester should also indicate if, in addition to a written reply, any other manner that is to be used to inform the requester and state the necessary particulars to be so informed.

11.3. The requester must identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right.

11.4. If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request, to the satisfaction of the Designated Information Officer of Clinix.

12. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY

Records relating to the following subjects and categories are held by the company and may be requested:

- Hospital records of patients by the patients or authorised persons
- Any records required to be created, maintained, or retained in terms of the legislation referenced in clause 6.

12.2. Access to these records will be considered, keeping the relevant legal, including the legislative provisions and ethical duties in mind, including but not limited to the Protection of Personal Information Act, Sections 14 and 15 of the National Health Act, 2003 (Act No. 61 of 2003), section 13 of the Mental Health Care Act, 2000 (Act No. 17 of 2002) and Booklet 14 of the Health Professional Council of South Africa (HPCSA) and the purpose of the processing.

Subjects on which the body holds records	**Categories of records held on each subject**
Strategic documents, plans, proposals	Annual Performance Plans, Annual Reports, Strategic Plans.
Company secretarial records	Minutes of meetings, director information, company registration certificates.
Human Resources	List of employees, employment contracts, employee records of each employee, Employment Equity Plans, Retirement fund records, medical aid records, employee tax information, employee training records, payroll records, internal policies and procedures.
Finance	Budgets, Financial statements, Transaction records, Service agreements, Funding agreements, Donation records, Tender documents, Service provider contracts, Insurance policies, Tax records, Credit check reports.
Information Technology	IT policies and procedures, Security Incidents reports, Backup and disaster recovery plans, Service Level Agreements, Access control lists, System logs and monitoring reports, Software licenses agreements and renewal dates. Inventory records of technical equipment.
Marketing	List of models for photoshoots, Sponsor database, newsletters, medial list, supplier and service providers, internal and external guest lists, doctors contact details database and stakeholder relationship management database.
Nursing Services	Bed register or lists, vaccination registers, file request registers, pharmacy order, theatre management system, theatre lists, telephone lists for doctors, laboratory results, serious adverse events, schedule 5 & 6 medication registers, research and trial registers, reporting of notifiable medical condition register, patient stickers, and staff allocation books.

Property	Title deeds, lease agreements, hire agreements / rental agreements.
Operations	Policies, procedures, guidelines, reports and supporting documentation.
Training and Development	Workplace skills plans and annual training reports, student / learner records, internship applications and placement information, information shared with the SETA, third party agreements, learner contracts and academic transcripts.
Vendors and Suppliers	Contact information, Contracts and agreements, Procurement and purchase order records, Financial and payments records, Product and service details.

13. PROCESSING OF PERSONAL INFORMATION

13.1 PURPOSE OF PROCESSING

Clinix will generally process personal information for purposes required to operate and manage our normal operations as a healthcare provider.

We collect your personal information directly from you or from a healthcare professional that is providing medical services to you or a family member/next of kin. This is done either through our admissions processes, hospital stays or other interactions.

Clinix will only process your personal information for a specific and lawful purpose. We may use your personal information for any legitimate business purposes relating to providing our services to you. Some of the purposes for which we use your personal information include:

13.1.1 to process your hospital administration.

13.1.2 to assess required medical treatment.

13.1.3 providing you with our services and products.

13.1.4 referring to other service providers.

13.1.5 responding to your queries posted on our website or emailed to us.

13.1.6 improving our website and services by analyzing certain information collected, including cookies and other related information.

13.1.7 onboarding suppliers and service providers as approved suppliers/service providers of CHG.

13.1.8 employment related purposes such as recruitment and payroll.

13.1.9 for other purposes where you consent to the processing of your personal information.

13.1.10 payment processing functions, including payment of suppliers/service providers.

13.1.11 complying with our regulatory or other obligations.

13.2 DESCRIPTION OF THE CATEGORIES OF DATA SUBJECTS AND OF THE INFORMATION OR CATEGORIES OF INFORMATION RELATING THERETO

Categories of Data Subjects	Personal Information that may be processed
Patients	Name, gender, home address and telephone number, date of birth, biometric information, emergency contact details Copy of passport and national identification document Medical scheme, insurance and other benefits information Employer details and contact information, Date of admission, tracking of bed status and theatre usage and date of discharge, Height, weight and other detailed health information such as allergies, preferences and special need requirements as well as diagnoses and treatment, Physical and mental healthcare records (including results and opinions from third party providers, such as X-rays, scans and blood tests; referrals and second opinions, such as written statements, medical photographs and diagrams and surgical videos), banking details, video footage, and referring doctors details such as name, surname, email address, telephone number.
Doctors and Allied Health Professionals	Name, Surname, Identification, HPCSA Registration Number, Practice Number, practice contact details, specialty, qualifications, fields of interest, cell phone number, personal email address, race, gender, account numbers, CPE reports, Indemnity insurance, and patient experience survey results.
Employees	Name, gender, telephone number, date of birth, photograph, biometric information, marital status, emergency contact details, ethnicity, residency and work permit status, nationality and passport information (including copies thereof), professional certifications and registrations, confirmation of qualifications, disability status and details where applicable and special needs, salary, Covid-19 vaccination status and criminal backgrounds. Tax number, banking details, pensions and other benefit information, information about any spouse, minor children, or other eligible dependents and beneficiaries. Date of appointment, dates of promotion, work history, technical skills and educational background. Date of learning activities, duration, KPI scores and learning completions. Height, weight and clothing sizes where required i.e for uniforms. Date of resignation or termination, reason for resignation or termination, information relating to administering termination of employment. Records of work absences, leave entitlement and requests, salary history, performance appraisals, disciplinary and grievance procedures and psychometric assessment records. Where permitted by law and proportionate in view of the function to be carried out by an employee or prospective employee, the results of credit and criminal background checks, the results of drug and alcohol testing (where applicable), screening, health certifications, drivers licence number, vehicle

	registration and driving history. Information required to comply with laws, the requests and directions of law enforcement authorities or court orders.

13.3 THE RECIPIENTS OR CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED

We may disclose your personal information to our subsidiaries or third-party service providers, where necessary, to fulfill the purpose for which your information was provided to us. We may share your personal information with:

- any subsidiary of Clinix**.**
- your medical aid scheme or insurance company.
- any firm, organization, or person that Clinix uses to collect payments and recover debts or to provide a service on its behalf.
- any payment system that Clinix uses.
- regulatory and governmental authorities, ombudsmen, including tax authorities, a court of law where Clinix has a duty to or obliged to share information.
- third parties to whom payments are made on behalf of employees. financial institutions or medical aids from whom payments are received on behalf of patients.
- employees, contractors, and temporary staff; and
- our duly appointed Agents.

We will only share your personal information for purposes of providing services to you or any other legitimate purpose relating to the provision of our services to you, including but not limited to, the protection of our or your rights, complaints, marketing, or carrying out or enforcing any agreement between us.

13.4 PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION

Where personal data is transferred across borders, Clinix will take reasonable steps to ensure that such information is afforded an adequate level of protection. This includes implementing appropriate contractual, organisational, and technical safeguards to ensure that the processing of personal data by such recipients is conducted in a manner consistent with the Protection of Personal Information Act, 4 of 2013 (POPIA), and other applicable data protection legislation.

13.5 GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES

Clinix has implemented physical, organizational, contractual, and technological security measures (having regard to generally accepted information security practices or industry specific requirements or professional rules) to keep all personal information secure, including measures protecting any personal information from loss or theft, and unauthorized access, disclosure, copying, use or modification.
Clinix has implemented an IT Governance Framework, an Information Security programme and Data Privacy Incident Plan which all play a key role in managing technology and information while ensuring compliance with relevant legislation.

Clinix has implemented robust security controls and monitoring on all systems, including but not limited to network security, firewalls, identity and access management intrusion detection/prevention systems, endpoint protection software, encryption and Security Information and Event Management (SIEM) solutions.

Clinix conducts regular cybersecurity awareness training for all staff. Furthermore, Clinix runs phishing simulations to test user awareness and response.

14. REFUSAL OF ACCESS TO RECORDS

14.1. Clinix may refuse access to a request for information in the following circumstances:

- Mandatory protection of the privacy of a third-party who is a natural person or a deceased person or a juristic person, as included in the Protection of Personal Information Act 4 of 2013.
- Mandatory protection of the personal information to comply with the provisions of the Protection of Personal Information Act 4 of 2013.
- Protection of trade secrets or financial, commercial, scientific, or technical information that could likely cause harm to the financial and/or commercial interest of the organisation.
- Any programmes developed solely for Clinix which is protected by copyright.
- Requests for information that are frivolous which involve an unreasonable diversion of resources shall be refused.
- If a record requested cannot be found, or does not exist, the Designated Information Officer shall by means of an affidavit notify the Requester.
- All decisions made by the Designated Information Officer are final.
- The Requester that is dissatisfied with the Designated Information Officer's decision may within 30 days of notification of decision apply to the Court for relief.

15. FEES

15.1. The Act provides for two types of fees, namely a request fee which is in the form of an administration fee and an access fee which is paid when request is granted and is inclusive of costs involved in preparing the request.

15.2. The Designated Information Officer shall withhold a record until the Requester has paid the fees as indicated below.

Access Fee	Charge
a) For every photocopy of an A4-size page or part thereof	R4.10
b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R1.75
c) For a copy in a computer-readable form on:	- stiffy disc R7.50 -compact disc R70.00
d) For a transcription of visual images, for an A4-size page or part thereof	R50.00
e) For a copy of visual images	R70.00
f) For a transcription of an audio record, for an A4-size page or part thereof	R30.00
g) For a copy of an audio record	R40.00
h) For a copy of ICU charts per page	R75.00
i) To search for and prepare the record for disclosure, excluding the first hour, reasonably required for such search and preparation.	R45.00 for each hour or part of an hour,
j) For the retrieval of storage files cost per file will be	R195.14 charged to requestor

All fees are subject to change as allowed for in the Act. Requesters shall be informed of any changes in the fees prior to making a payment.

16. TIME TO MAKE DECISION

Clinix will, within 30 (thirty) days of receipt of the request decide whether to grant or decline the request and give notice with reason to that effect. In the event of the request being made include large volume of information the Requester will be informed of the extension sought and an additional 30-day period will apply.

17. AVAILABILITY AND UPDATING OF THE PAIA MANUAL

This manual is made available in terms of Regulations Number R187 of 15 February 2002. This manual will be updated as required and deemed necessary by Clinix and can be accessed via all our external websites.

18. REFERENCES

18.1. The Constitution of the Republic of South Africa Act 108 of 1996.
18.2. Promotion of Access to Information Act 2 of 2000.
18.3. Protection of Personal Information Act 4 of 2013.

SIGNATED AT: Hyde Park ON 5 DAY OF October 2026

KUBASHNIE PILLAY

AUTHORISED INFORMATION OFFICER

ANNEXURE "A"

NAME OF HOSPITAL	REGISTRATION NUMBERS
Clinix Botshelong-Empilweni Private Hospital (Pty) Ltd	1993/002389/07
Clinix Phakisa Mokhesi Private Hospital (Pty) Ltd	1996/009414/07
Clinix Tshepo-Themba Private Hospital (Pty) Ltd	1994/007666/07
Clinix Dr SK Matseke Memorial Private Hospital (Pty) Ltd	1980/004750/07
Clinix Selby Park Private Hospital (Pty) Ltd t/a Clinix Solomon Stix Morewa Memorial Hospital	2003/024982/07
Clinix Health Management (Pty) Ltd	1995/007347/07
Clinix Victoria Itokolle Private Hospital (Pty) Ltd	2005/019767/07
Clinix Health Group (Pty) Ltd	1997/017587/07
Clinix Cullinan Wellness Hospital (Pty) Ltd	2010/015989/07
Clinix Agency (Pty) Ltd	2004/011522/07
Clinix Health Academy (Pty) Ltd	2013/159768/07
Clinix Dr GM Pitje Day Hospital (Pty) Ltd	2019/179039/07

ANNEXURE "B"

HOW TO SUBMIT A PAIA REQUEST

1. Complete the Prescribed Form

You must complete the prescribed Form 2 – Request for Access to Records (Attached hereto).

2. Submit the Form

Submit the completed form together with supporting documents to our Information Officer on the indicated email address in section 5 above.

Your request must include:

- Full name and contact details
- A certified copy of your ID/passport
- Sufficient details of the record requested
- The right you are exercising or protecting (required for requests to private bodies)
- Proof of authority (if acting on behalf of someone else)

Incomplete requests may delay processing.

Extension of Time

The 30-day period may be extended once for up to an additional 30 days if:

- The request involves a large volume of records
- Records must be collected from different offices or offsite storage facilities
- Consultation with third parties is required or
- The request cannot reasonably be completed within the original timeframe.

You will be notified in writing if an extension is required.

3. Grounds for Refusal

Access to records may be refused in accordance with PAIA, including where disclosure would involve:

- Personal information of a third party
- Confidential or commercially sensitive information

- Legally privileged information
- Information protected by law
- Safety or security concerns

If only part of a record cannot be disclosed, we will provide access to the remainder where possible.

4. Requests Involving Third Parties

If your request relates to information about a third party:

- We may be required to notify that third party.
- The third party may make representations before a decision is taken.

This may affect the processing timeline.

5. Medical Records

Requests for patient medical records require:

- Strict proof of identity
- Written patient consent (if requested by a third party)
- Proof of legal authority where applicable
- In certain circumstances, medical records may be provided through an appropriate healthcare professional.

6. Outcome of Your Request

You will receive written notification stating:

- Whether access is granted or refused
- The reasons for refusal (if applicable)
- The form in which access will be provided
- Any applicable fees

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1.Proof of identity must be attached by the requester.

2.If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

_____

_____

_____

_____ *(Address)*

E-mail address: _____

Fax number: _____

*Mark with an **"X"***

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

PERSONAL INFORMATION	
Full Names	
Identity Number	
Capacity in which request is made *(when made on behalf of another person)*	
Postal Address	
Street Address	

E-mail Address				
Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full names of person on whose behalf request is made *(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	
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)*	
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.* *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 _____

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Signature of Requester / person on whose behalf request is made

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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