



PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

CD Alternative Consulting cc trading as "BEYOND-HEALTH MEDICAL CENTRE"

"Beyond-Health Medical Centre" is a Private Body as per the PAIA

Manual prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000

Date of Compilation: 20 May 2021

Date of Review: 20 May 2022

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SECTION 1: INTRODUCTION

This Manual has been compiled in accordance with the Promotion of Access to Information Act of 2000 (Act No. 2 of 2000) (The Act).

The Act, together with all relevant legislation, provides for the right of access to information held by public and private bodies when such information is requested for the exercise of protection of any rights.

This Manual has been compiled to inform and assist any past or current patients and their families, or any potential requesters, of the procedural and other requirements which a request for information kept in the records of “Beyond-Health Medical Centre” must meet as prescribed by the Act. The Manual gives effect to the right of access to information as contained in the Constitution of the Republic of South Africa, 1996 (No. 108 of 1996) (The Constitution) and the Promotion of Access to Information Act, 2000 (No. 2 of 2000) (PAIA).

SECTION 2: DEFINITIONS

A private body means:

- A natural person who carries on any trade, business or profession but only in such capacity;
- A partnership which carries or has carried on any trade, business or profession; or
- Any former or existing juristic person, but excludes a public body.

POPIA: refers to the Protection of Personal Information Act No. 4 of 2013

The Act: refers to the Protection of Personal Information Act No. 4 of 2013

An Operator refers to: a person who processes personal information for “Beyond-Health Medical Centre” in terms of a contract or mandate, without coming under “Beyond-Health Medical Centre’s” direct authority (eg auditor, claims administrator etc)

A personal requestor: a requestor seeking access to a record containing information about the requestor.

SECTION 3: OVERVIEW OF BEYOND-HEALTH MEDICAL CENTRE

“Beyond-Health Medical Centre” was started in March 2020 and is owned by Dr Shannon Odell. The medical practice offers Palliative care and general practitioner services via consultations in office or at the patient’s home. Dr Shannon Odell is the sole clinician or doctor at “Beyond-Health Medical Centre”.

SECTION 4: INFORMATION REQUIRED IN TERMS OF SECTION 51(1)(a) of the Act

CD Alternative Consulting cc trading as “Beyond-Health Medical Centre”

Registration number: 1995/029302/23

Registered address:	52 Haven Drive, Noordhoek, Cape Town
Physical address:	1 Jangada Street, Sun Valley, Fish Hoek
Postal address:	P.O. Box 303, Noordhoek, 7979
Telephone number:	021 012 5704
Fax number:	N/A
Sole clinician:	Dr Shannon Odell

SECTION 5: SECTION 10 GUIDE

The Act grants a requestor 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.

Requests in terms of The Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.

Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

Physical Address:	PAIA Unit The Research and Development Department, Braampark Forum 3, 33 Hoofd Street, Braamfontein
Postal Address:	Private Bag 2700, Houghton, 2041
Telephone Number:	+27-11-877 3600/ 011 484 8300
Facsimile Number:	+27-11-403 0625 / 011 484 1360
Website:	www.sahrc.org.za

SECTION 6: CONTACT DETAILS OF INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER INFORMATION

6.1 Information Officer

Full Names:	Dr Shannon Odell
Designation:	Sole Clinician at Beyond-Health Medical Centre
Postal Address:	P.O. Box 303, Noordhoek, 7979
Telephone No.:	021 012 5704
Mobile No.:	074 512 7700
E-mail address:	doctor@beyond-health.co.za
Description of the Functions	To provide strategic leadership to “Beyond-Health Medical Centre” and to ensure a transparent, accountable, professional and efficient patient service. To provide administrative oversight for effective implementation of the POPIA compliance mandate.

6.2 Deputy Information Officer

None delegated (due to small structure of “Beyond-Health Medical Centre”)

SECTION 7: CATEGORIES OF DATA SUBJECTS AND THE INFORMATION BEYOND-HEALTH MEDICAL CENTRE MAY COLLECT

7.1 Patients & Patient-records:

- Name and surname
- South African ID number
- Date of birth
- Relevant family members' names and date of birth
- Home telephone number
- Mobile number
- Email address
- Physical home address
- Name of emergency contact person and telephone number
- Name of healthcare proxy and telephone number
- Advance directive or living will availability
- Membership status with Cape Medical Response
- Organ donor status
- Preferred pharmacy
- Preferred method of communication
- Medical Aid name and number
- Person responsible for account payment

7.2 Potential future employees & Personnel records:

- Name and surname
- South African ID number and copy of ID
- Date of birth
- Home address
- Mobile number
- Personal email address
- Employment history and references
- Banking details
- Performance appraisals
- Disciplinary records
- Leave records

7.3 Other Healthcare or service providers:

- Name and surname
- Physical address of practice
- Telephone number of practice/ office
- Email address
- Practice number (BHF)

SECTION 8: PURPOSE OF PROCESSING OF PERSONAL INFORMATION FOR EACH CATEGORY OF DATA SUBJECT

8.1 Patients

- To perform duties in terms of any agreement with patients;
- To operate and manage patient's accounts and manage any application, agreement or correspondence patients may have with "Beyond-Health Medical Centre;"
- To verify and update information;
- To communicate with patients, family, caregivers, healthcare proxies by email, whatsapp, letter, telephone or in any other way relating to patient issues, clinical management issues, counselling or support;
- To carry out business and statistical analysis;
- To perform other administrative and operational purposes;
- To recover any debt patients or those responsible for an account may owe "Beyond-Health Medical Centre;"
- To comply with the "Beyond-Health Medical Centre's" regulatory and other obligations and
- For any other reasonably required purpose relating to "Beyond-Health Medical Centre."

8.2 Potential future employees

- To verify applicant employee's information during recruitment process;
- For general matters relating to employee's pension, medical aid, payroll, disciplinary action, training;
- For any other reasonably required purpose relating to the employment or possible employment relationship;
- To communicate with employees by email, SMS, letter, telephone or in any other way;
- To perform other administrative and operational purposes;
- To comply with "Beyond-Health Medical Centre's" regulatory and other obligations;
- For any other reasonably required purpose relating to the operating of "Beyond-Health Medical Centre" and
- For verifying and updating information.

8.3 Other healthcare or service providers

- For performing duties in terms of any agreement with patients: such as referral for escalation of care, referral beyond scope of practice, collateral information sharing or interdisciplinary team collaboration for optimal patient management;
- To communicate with other healthcare providers by email, SMS, letter, telephone or in any other way about the patient, "Beyond-Health Medical Centre", unless the patient indicates otherwise;
- To perform other administrative and operational purposes;
- For any other reasonably required purpose relating to the patient or "Beyond- Health Medical Centre" and
- For verifying and updating information.

SECTION 9: PROTECTION & SAFE-KEEPING OF DATA

9.1 Security measures in place

The integrity and confidentiality of personal information will be secured by taking appropriate, reasonable measures to prevent:

- Loss of, damage to, or unauthorised destruction of personal information; and/or
- Unlawful access to, or processing of, personal information

Reasonable measures will be taken to:

- Identify all reasonably foreseeable internal and external risks to personal information in the possession of, or under control of “Beyond-Health Medical Centre”;
- Establish and maintain appropriate safeguards against the risks identified;
- Regularly verify that the safeguards are effectively implemented; and
- Continually update the safeguards in response to new risks or deficiencies.

Patient’s personal information gathered from the “Information sheet” (see Addendum 1) completed at initial contact and all information gathered during subsequent consultations are stored in hard copy within the patient’s confidential folder. These patient folders are stored securely in a locked cupboard in Dr Odell’s care.

Patient’s details are also captured onto a laptop owned by “Beyond-Health Medical Centre”. Folders are password protected. The laptop is secured and maintained with appropriate anti-malware software. Email correspondence for “Beyond-Health Medical Centre” is administered on this work laptop. This laptop is password-protected and stored securely in a locked cupboard in Dr Odell’s care. Back up for the laptop is provided by a cloud-service which is also password-protected. Only Dr Odell has access to this laptop.

Patient’s names and telephone numbers are stored in the “Beyond-Health Medical Centre’s” mobile phone. This is password protected, with Dr Odell having sole access.

Dr Odell (and future vetted employees) will have access to patient’s personal information for the purposes indicated in Section 8.1.

Personal information pertaining to staff of “Beyond-Health Medical Centre” will be stored in hard copy in individual staff folders. These folders will be stored securely in a locked cupboard in Dr Odell’s care. Staff information will also be stored on the “Beyond-Health Medical Centre” laptop which is password protected. Staff will use a separate laptop to Dr Odell and will not have access to confidential email correspondence directed to Dr Odell. This separate laptop is also password-protected and installed with appropriate anti-malware software.

9.2 Staff undertaking

Confidentiality agreements will be signed and documented with all staff members involved in handling patient personal information (See Addendum 2).

Induction sessions regarding protection of personal information and patient confidentiality will be arranged for any new appointees at commencement of employment; and refresher courses bi-annually for existing staff.

Staff training will include:

- Education refresher on what constitutes personal information for patients;
- What security measures have been adopted at “Beyond-Health Medical Centre”;
- What their role is in implementing these security measures;
- To whom they can and cannot disclose personal information [it is acceptable to share information with medical schemes for processing claims and other health care providers who are also treating the patient]; and
- What steps to follow when they suspect a data breach (refer to Data breach policy)

Proof of these induction and refresher training courses will be documented and retained with signatures of attendees in staff files (See Addendum 3).

Documentation of any disciplinary measures taken for staff members for non-compliance of confidentiality will be stored in the staff member’s file.

SECTION 10: OPERATORS

All operators who contract with “Beyond-Health Medical Centre”/ Dr Odell will have a signed contract (see Addendum 4) in which they:

- Undertake to comply with POPIA;
- Undertake to process only such information with “Beyond-Health Medical Centre’s” or Dr Odell’s knowledge and authorisation;
- Undertake to treat personal information which comes to their knowledge as confidential and must not disclose it, unless required by law or in the proper performance of their duties;
- Undertake to maintain reasonable security measures of their own as required by Section 19 of the Act;
- Accept the obligation to notify Dr Odell as soon as is reasonable of the suspicion of a data breach and
- Indemnify Dr Odell and “Beyond-Health Medical Centre” against claims, fines and penalties from data breach where they have not implemented Section 19 measures.

SECTION 11: DATA BREACH POLICY

See Addendum 5 for “Beyond-Health Medical Centre’s” policy in the event of a data breach.

Training on data breach procedure will be included during the induction and refresher training for the maintenance of patient confidentiality and protection of personal information for new and existing staff. As mentioned in Section 9.2, signed staff records will be kept of this training.

The data breach policy will be updated and reviewed periodically, with all staff notified of any changes made and with the requirement of their signing an addendum to that effect.

Any suspected or actual data breach must be urgently reported to the Information Officer (Dr Odell). It is the Information Officer’s responsibility to report suspected or actual data breaches to the Regulator. The Information Officer will notify the affected patient or person via email or phone and will take immediate action to secure the data breach (See Addendum 6).

In the event of a data breach, the Information Officer will ensure further preventative measures be instituted.

SECTION 12: RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED

- Patient
- Designated healthcare proxy
- Family members to whom the patient has given express written permission
- Legal representative to whom the patient has given express written permission
- Other healthcare providers with the patient or healthcare proxy’s permission
- Patient’s medical aid
- Debt collectors

SECTION 13: RECORD CLASSIFICATION

	<i>Classification</i>	<i>Access</i>
BH1	Public Access Document	May be disclosed
BH2	Personal information that belongs to the requestor of the information	Limited disclosure
BH3	Unreasonable disclosure of personal information of natural person	May not be disclosed
BH4	Likely to compromise the safety of individuals	May not be disclosed
BH5	Legally privileged document	May not be disclosed
BH6	Disclosure in public interest	May not be refused

“Beyond-Health Medical centre” stores the following records securely for its own affairs, on-line and off-site:

- Rental contract agreement with landlord
- Patient registration details
- Patient financial billing information
- Operational records
- Internal correspondence
- Internal policies and procedures

SECTION 14: PROCEDURE FOR REQUEST FOR ACCESS (Sections 53 to 57 and 60 of the Act)

To facilitate the process of requesting information, kindly:

- Use the prescribed form, available on the website of the South African Human Rights Commission at www.sahrc.org.za. Address your request to the Information Officer. (See also Appendix 7)
- Provide sufficient details to enable “Beyond-Health Medical Centre” to identify:
 - The record(s) requested
 - The requester’s details (and if an agent is lodging the request, proof of capacity)
 - The form of access required
 - The postal address, email address or fax number of the requester in the Republic of South Africa
 - If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof
 - The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right
- The requestor is cautioned that all of the information as listed above and in Form C should be provided, failing which the process will be delayed while “Beyond-Health Medical Centre” requests such additional information. The prescribed time periods will not commence until all pertinent information has been furnished to “Beyond-Health Medical Centre” by the requestor.

The Information Officer will process the request and notify the requester of its decision whether or not the request has been granted. Should the request be granted, the notice will state the access fees (if any) that are payable and of the different procedures that must be followed until the request is finalised.

Should the request be refused, the notice will state adequate reasons for the refusal.

According to Section 55 of the Act, if the Information Officer at “Beyond-Health Medical Centre” has taken all reasonable steps to search for a record and believes that it either does not exist or cannot be found, the Information Officer will notify the requester by way of an affidavit or affirmation that it is not possible to provide access to the requested record due to its inability to locate it. This is deemed to be a refusal of the request. The Information Officer will provide the requester with details of the steps that were taken to try to locate the record. If, however, the record is later found, the requestor must be given access if the request would otherwise have been granted.

SECTION 15: DECISION-MAKING PROCESS

Section 56 of the Act provides that the Information Officer must within 30 days of receipt of a correctly completed request notify the requestor of the decision as to whether or not to grant the request. If the request is:

- **Granted:** the notification must state the applicable access fee required to be paid, together with the procedure to be followed should the requestor wish to apply to court against such fee, and the form in which access will be given.
- **Declined:** the notification must include adequate reasons for the decision, together with the relevant provisions of the Act relied upon, and provide the procedure to be followed should the requestor wish to apply to court against the decision.

The Information Officer may extend the period of 30 days by a further period not exceeding 30 days if:

- The request is for a large number of records or requires a search through a large number of records;
- Consultation with another private body is required; or
- The requestor consents to this extension.

The requestor must be notified within the initial 30 days in writing of the extension, together with reasons therefor, and the procedure involved should the requestor wish to apply to court against the extension.

The Information Officer's failure to respond to the requestor within the 30 day period constitutes a deemed refusal of the request.

Section 59 of the Act provides that the Information Officer may sever a record and grant access only to that portion which the law does not prohibit access to. In this regard, it is recommended that the requestor's attention be drawn to the grounds for refusal of a request.

If access is granted, access must be given in the form that is reasonably required by the requestor, or if the requestor has not identified a preference, in a form reasonably determined by the Information Officer. The Information Officer at "Beyond Health Medical Centre" would prefer paper copies of the requested file contents, at a cost of R 0,75/page.

In the event that the Information Officer, in consultation with the relevant health practitioner who compiled the record, is of the opinion that disclosure could result in serious harm to the requestor's health or well-being, the requestor may be required to prove that he/she has made provision for counselling or other practical arrangements towards limiting, alleviating or avoiding such harm, before access will be granted, as per section 61 of the Act.

15.1 Third parties

If the request is for a record pertaining to a third party, the Information Officer must take all reasonable steps to inform that third party of the request. This must be done within 21 days of receipt of the request. The manner in which this is done must be in the fastest means reasonably possible, but if orally, the Information Officer must thereafter give the third party a written confirmation of the notification. The third party must be advised that he/she/it may within 21 days thereafter either make representation to "Beyond-Health Medical Centre" as to why the request should be refused, alternatively grant written consent to disclosure of the record. The third party must be advised of the decision taken by the Information Officer on whether to grant or decline the request, and must also be advised on his/her/its right to appeal against the decision by way of application to court within 30 days after the notice.

SECTION 16: PRESCRIBED FEES

16.1 Types of fees

Payment of fees is regulated in terms of section 54 of the Act. The Regulations, provide for two types of fees:

- **Request fee:** which is a form of administration fee paid by all requestors except personal requestors, before the request is considered, and is not refundable;
- **Access fee:** which is paid by all requestors in the event of a request for access being granted. This fee is intended to reimburse "Beyond-Health Medical Centre" for the costs involved in searching for a record and preparing it for delivery to the requestor.

16.2 Fee structure

The fee structure is available on the website of the South African Human Rights Commission at www.sahrc.org.za

Information format requested	Fee payable
For every photocopy of an A4 size page or part thereof	R1,10
For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form	R0,75
For a copy in a computer-readable form on compact disc	R70,00
For a copy in a computer-readable form on memory stick	R7,50
A transcription of visual images, for an A4-size page or part thereof	R40,00
For a copy of visual images	R60,00
A transcription of an audio record, for an A4-size page or part thereof	R20,00
For a copy of an audio record	R30,00
To search for a record that must be disclosed, R30,00 per hour or part of an hour reasonably required for such search	R30,00/hr
When a copy of a record needs to be posted the actual postal fee is payable	Postal fee

16.3 Personal requests

A personal requestor is not liable to pay a request fee, is liable for payment of access fees in the event of a request being granted, but may not be required to pay a deposit before the granting of the record.

16.4 Request made by third party

The Information Officer must give written notice to a requestor other than a personal requestor of the request and amount to be paid before the request may be further processed.

- A requestor is required to pay the prescribed fees (R50.00) before a request will be processed.
- If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted. If the request is declined, the deposit must be repaid to the requestor).

A requestor may lodge an application with a court against the tender / payment of the request fee and / or deposit.

Records may be withheld until the fees have been paid.

SECTION 17: GROUNDS FOR REFUSAL OF ACCESS TO RECORDS (Sections 63 to 69 of the Act and the Protection of Personal Information Act No. 4 of 2013)

Access to certain records may be or must be denied on the grounds set out in the Act. This includes:

- Mandatory protection of privacy of a third party who is a natural person;
- Mandatory protection of commercial information of third party;
- Mandatory protection of certain confidential information of third party;
- Mandatory protection of safety of individuals, and protection of property;
- Mandatory protection of records privileged from production in legal proceedings;
- Commercial information of private body; and
- Mandatory protection of research information of third party, and protection of research information of privacy body.

SECTION 18: LEGISLATION RELEVANT TO BEYOND-HEALTH MEDICAL CENTRE

A record of the following legislation relevant to “Beyond-Health Medical Centre” is kept:

- Companies Act 71 of 2008
- Close Corporations Act 69 of 1984
- Close Corporations amendment Act 25 of 2005
- Value-Added Tax Act 89 of 1991

SECTION 19: AVAILABILITY OF THE PAIA MANUAL

Copies of this manual are available for inspection, free of charge, at the registered offices of “Beyond-Health Medical Centre”. Copies are also available from the South African Human Rights Commission and on the “Beyond-Health Medical Centre” website (www.beyond-health.co.za)

SECTION 20: UPDATING OF THE PAIA MANUAL

Dr Odell, as Information Officer and head of “Beyond-Health Medical Centre” will review the PAIA manual on an annual basis and update accordingly. In terms of section 51(2) of the Act, Dr Odell will within sixty days after the manual is updated, make the manual available on the “Beyond-Health Medical Centre” website (www.beyond-health.co.za) in terms of sub regulation 14(1)(c).

SECTION 21: ADDENDA

Addendum 1: Patient Information form with consent and declaration



PATIENT INFORMATION

Patient consent to process personal information:

I hereby consent to the processing of my personal information contemplated in the Protection of Personal Information Act No 4 of 2013, by Dr Odell, Beyond-Health Medical centre staff and third parties with whom Dr Odell has a contractual relationship for the following purposes:

- (a) Treating and managing me in terms of the doctor-patient relationship;
- (b) The administration of the contractual relationship between myself and Dr Odell;
- (c) Communicating with other persons inasmuch as it relates to my treatment and management;
- (d) Communicating with third parties who have undertaken to indemnify me for the costs of my treatment and management or part thereof including medical schemes and their administrators where relevant; and
- (e) Collecting monies outstanding by me

All information supplied will remain confidential and safely secured by Beyond-Health Medical Centre.

Signed _____

Date _____

Surname:		
Name:		
South African ID number:		
Date of birth:		
Relevant family members' names with date of birth alongside:	1.	/ /
	2.	/ /
	3.	/ /
	4.	/ /
Home telephone number:		
Mobile number:		
Email address:		
Physical Home Address:		
In case of an emergency, contact: at telephone number:		
Name of healthcare proxy/ decision-maker; contact number:		
Advance care plan/ directive or living will completed:	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/> Further information desired: <input type="checkbox"/>	
Cape Medical Response membership:	Yes: <input type="checkbox"/> No: <input type="checkbox"/> Further information desired: <input type="checkbox"/>	
Organ donor application completed:	Yes: <input type="checkbox"/> No: <input type="checkbox"/> Further information desired: <input type="checkbox"/>	
Preferred pharmacy:		
Preferred method of communication:	Email: <input type="checkbox"/> SMS: <input type="checkbox"/> Whatsapp: <input type="checkbox"/>	
Medical Aid name, plan and number: (if applicable)		
Person responsible for account payment: Email address:		

Addendum 2: Staff confidentiality undertaking



STAFF CONFIDENTIALITY UNDERTAKING

I, _____ undertake to:

- (a) Maintain as strictly confidential any information of any person where I have gained knowledge of such information in the course of my employment at “Beyond-Health Medical Centre” and with Dr Odell;
- (b) Only process a person’s information when it is necessary for the performance of my duties as an employee of “Beyond-Health Medical Centre” or Dr Odell; and
- (c) Comply with the policies of “Beyond-Health Medical Centre” or Dr Odell as they relate to data protection and confidentiality.

Signed

Date

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Addendum 4: Contract with Operators



CONTRACT BETWEEN BEYOND-HEALTH MEDICAL CENTRE AND OPERATOR

I, _____, representing _____

in the proposed role of _____

as contracted / mandated with Beyond-Health Medical Centre / Dr Odell, undertake:

- (a) To comply with the provision of POPIA, as well as any amendments thereto and Regulations published in respect thereof;
- (b) To process only such information with Beyond-Health Medical Centre's or Dr Odell's knowledge and authorisation;
- (c) To treat personal information (as defined by POPIA) which comes to their (Operator's) knowledge as confidential and must not disclose it, unless required by law or in the proper performance of their duties;
- (d) To maintain reasonable security measures of their own as required by Section 19 of POPIA in relation to any personal information that comes into (the Operator's) possession in consequence of its rights and obligations in terms of this agreement;
- (e) To accept the obligation to notify Dr Odell as soon as reasonably possible where there are reasonable grounds to believe that the personal information of a data subject has been accessed or acquired by any person not authorised to have access thereto;
- (f) To indemnify Dr Odell and Beyond-Health Medical Centre against claims, fines and/or penalties for which Beyond-Health Medical Centre and Dr Odell may be or may become liable as a result of a data breach and (the Operator's) non-compliance with POPIA, including but not limited to the failure to implement adequate security measures as contemplated by Section 19 of POPIA

Signed

Date

Addendum 5: Data Breach Policy



DATA BREACH POLICY

Created May 2021

Review date May 2022

Where there are reasonable grounds to believe that the personal information of a patient has been accessed or acquired by any unauthorised person, the suspected or actual data breach must be urgently reported to the Information Officer (Dr Odell).

- It is the Information Officer's responsibility to report suspected or actual data breaches to the Regulator as soon as reasonably possible, taking into account:
 - The needs of law enforcement;
 - Measures necessary to determine the scope of the breach; and
 - Measures necessary to restore the integrity of the information system.
- Subject to subsection 22.3., Dr Odell will notify the affected patient or person, unless the identity of such patient cannot be established.
- Notification to the patient will be in writing:
 - Sent by email to the data subject's last known email address;
 - Via SMS/ whatsapp to the data subject's last known mobile telephone number;
 - As may be directed by the Regulator.
- The notification must provide sufficient information to allow the patient to take protective measures including:
 - The possible consequences of the security compromise;
 - The measures that you intend to take or have taken to address the security compromise;
 - A recommendation with regard to the measures to be taken by the patient, to mitigate the possible adverse effects of the security compromise; and
 - If known to the Information Officer, the identity of the unauthorised person who may have accessed or acquired the personal information.
- A standard notification has been prepared to affected parties or patients in accordance with Section 22(5) of POPIA
- The Information Officer will ensure further preventative measures to be instituted.

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Addendum 6: Data breach standard notification

“Beyond-Health Medical Centre” respects the privacy of your personal information and takes the safeguarding of your personal information very seriously.

Unfortunately, despite appropriate safeguarding measures, we wish to advise you of a possible breach of your personal information.

On _____, the Information Officer at “Beyond-Health Medical Centre” was contacted by _____ who claimed that _____.

The Information Officer is investigating if indeed your personal information has been breached, to what extent it has been breached and how your personal information might have been breached.

The Regulator and SA Police have also been informed.

In the interim, please be advised to take protective measures against the potential consequences of this compromise – for example by changing passwords on emails and bank accounts; not opening suspicious emails or attachments and running cybersecurity checks on devices.

We are very sorry for the inconvenience and concerns that this may cause.

Please be assured that the Information Officer is working on this privacy compromise and will inform you of further developments when available.

Kind regards

Signed: Information Officer

Date

D. Particulars of record

- (a) 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.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:

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2. Reference number, if available:

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3. Any further particulars of record:

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E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (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 for exemption from payment of fees:

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F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
Mark the appropriate box with an X.	
<p>NOTES:</p> <p>(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.</p> <p>(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</p> <p>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</p>	

1. If the record is in written or printed form:					
	copy of record*		inspection of record		
2. If record consists of visual images - (this includes photographic, slides, video recordings, computer-generated images, sketches, etc.):					
	view the images		copy of the images*		transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
4. If record is held on computer or in an electronic or machine-readable form:					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
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G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:

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2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

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H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

.....

Signed at this day of year

.....
SIGNATURE OF REQUESTER /
PERSON ON WHOSE BEHALF REQUEST IS MADE