
BLOEMCARE (PTY) LTD

This manual has been prepared in terms of Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 and to address the requirements of the Protection of Personal Information Act, No. 4 of 2014

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1. DEFINITIONS

Client	any natural or juristic person that received or receives services from Bloemcare
Conditions for Lawful Processing	the conditions for the lawful processing of Personal Information as fully set out in Chapter 3 of POPI and in paragraph 12 of this manual
Data Subject	the person to whom personal information relates
Information Officer	the individual who is identified in paragraph 3 of this manual
Manual	this manual
PAIA	Promotion of Access to Information Act, No. 2 of 2000
Personal Information	<p>means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to –</p> <ul style="list-style-type: none"> a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; b) information relating to the education or the medical, financial, criminal or employment history of the person; c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; d) the biometric information of the person; e) the personal opinions, views or preferences of the person; f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; g) the views or opinions of another individual about the person; and h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.
Personnel	any person who works for, or provides services to or on behalf of the company, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the company, which includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff as well as contract workers
POPI	Protection of Personal Information Act, No. 4 of 2013
POPI Regulations	Regulation promulgated in terms of Section 112(2) of POPI

Private Body	means – <ul style="list-style-type: none"> a) a natural person who carries or has carried on any trade, business or profession, but only in such capacity; b) a partnership which carries or has carried on any trade, business or profession; or c) any former or existing juristic person, but excludes a public body.
Processing	means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including – <ul style="list-style-type: none"> 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 any other form; or c) merging, linking, as well as restriction, degradation, erasure or destruction of information.
SAHRC	the South African Human Rights Commission

Any other terms not described herein will have the meaning as ascribed to it in terms of PAIA or POPI.

2. INTRODUCTION

- 2.1. For the purpose of POPI and PAIA, Bloemcare is defined as a private body. In accordance with the company's obligations in terms of POPI and PAIA, Bloemcare has produced this manual.
- 2.2. This manual sets out all information required by both PAIA and POPI.
- 2.3. This manual also deals with how requests are to be made in terms of PAIA.
- 2.4. This manual also establishes how compliance with POPI is to be achieved.

3. CONTACT DETAILS

Business Name	Bloemcare Psychiatric Hospital
Registration Number	1999 / 003629 / 07
Postal Address	P.O. Box 38185, Langenhoven Park, Bloemfontein, 9330
Contact Number	☎(051) 446 3242 📠(051) 446 4469
Information Office	Mrs. Barbara Steenkamp
Email Address	steenkamp@bloemcare.co.za

Background information of the company can be found at www.bloemcare.co.za

4. GUIDE OF SAHRC

- 4.1. A guide to PAIA and how to access information in terms of PAIA has been published pursuant to Section 10 of PAIA.

- 4.2. The guide contains information required by an individual who may wish to exercise their rights in terms of PAIA.
- 4.3. Should you wish to access the guide you may request a copy from the Information Officer by submitting ANNEXURE A, attached hereto, to the details specified above.
- 4.4. You may also inspect the guide at the company's offices during ordinary working hours.
- 4.5. You may also request a copy of the guide from the Information Regulator at the following details.

INFORMATION REGULATOR

Postal Address	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Telephone	(010) 023 5200
Website	www.justice.gov.za
Email	PAIACompliance.IR@justice.gov.za

5. LATEST NOTICES IN TERMS OF SECTION 52(2) OF PAIA

At this stage no Notice(s) has/have been published on the categories of records that are available without having to request access to them in terms of PAIA.

6. AVAILABILITY OF CERTAIN RECORDS IN TERMS OF PAIA

- 6.1. Bloemcare holds and/or process the following records for the purposes of PAIA and POPI.
- 6.2. The following records may be requested; however, it should be noted that there is no guarantee that the request will be honoured. Each request will be evaluated in terms of PAIA and any other applicable legislation.

Human Resources

- Employment Contracts
- Employee Benefits
- Personnel records and correspondence
- Training Records
- Internal policies
- Information pertaining to share options, share incentives, bonus or profit-sharing agreements of each employee
- Pension and Provident Fund records

Legal

- Agreements with Clients
- Agreement with Suppliers
- Shareholder agreements
- Partnership agreements
- Licenses and Permits
- Power of Attorneys
- Sale agreements
- Lease agreements

Company Secretarial

- Memorandum of Incorporation
- Secretarial records
- Tradename registration
- Company registration documents
- Statutory registers
- Minutes of Shareholder's meetings
- Minutes of Director's meetings
- Register of Directors
- Share Certificates

Financial

- Accounting records
- Annual records
- Interim records
- Auditor details and reports
- Tax returns
- Insurance records

Client

- Client database
- Credit Applications
- Correspondence with Clients
- Documentation prepared for Clients
- Invoices, receipts, credit and debit notes

Miscellaneous

- Internal correspondence
- Information technology records
- Trade secrets
- Domain name registrations
- Website information
- Asset registers
- Title deeds

7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Bloemcare may be in possession of records in terms of the following legislation as and when applicable –

- 7.1. Basic Conditions of Employment Act, No. 75 of 1997
- 7.2. Companies Act, No. 71 of 2008
- 7.3. Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
- 7.4. Constitution of the Republic of South Africa Act, No. 108 of 1996
- 7.5. Co-operatives Act, No. 14 of 2005
- 7.6. Credit Agreement Act, No. 75 of 1980
- 7.7. Criminal Procedure Act, No. 51 of 1977

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- 7.8. Debt Collectors Act, No. 114 of 1998
 - 7.9. Deed Registries Act, No. 47 of 1937
 - 7.10. Electronic Communication and Transactions Act, No. 25 of 2002
 - 7.11. Employment Equity Act, No. 55 of 1998
 - 7.12. Financial Advisory and Intermediary Service Act, No. 37 of 2002
 - 7.13. Financial Intelligence Centre Act, No. 38 of 2001
 - 7.14. Financial Markets Act, No. 19 of 2012
 - 7.15. Health Professions Act, No. 56 of 1974
 - 7.16. Identification Act, No. 68 of 1997
 - 7.17. Income Tax Act, No. 58 of 1962
 - 7.18. Insider Trading Act, No. 135 of 1998
 - 7.19. Inspection of Financial Institutions Act, No. 18 of 1998
 - 7.20. Intellectual Property Laws Amendment Act, No.38 of 1997
 - 7.21. Labour Relations Act, No. 66 of 1995
 - 7.22. Long-Term Insurance Act, No. 52 of 1998
 - 7.23. Machinery and Occupational Safety Amendment Act, No. 181 of 1993
 - 7.24. Medicines and related Substances Act, No. 101 of 1965
 - 7.25. Mental Health Act, No. 17 of 2002
 - 7.26. National Credit Act, No. 34 of 2005
 - 7.27. National Health Act, No. 61 of 2003
 - 7.28. National Payment Systems Act, No. 78 of 1998
 - 7.29. National Water Act, No. 36 of 1998
 - 7.30. Nursing Act, No. 33 of 2005
 - 7.31. Occupational Health and Safety Act, No. 85 of 1993
 - 7.32. Pension Funds Act, No. 24 of 1956
 - 7.33. Pharmacy Act, No. 53 of 1974
 - 7.34. Prescription Act, No. 68 of 1969
 - 7.35. Road Transportation Act, No. 74 of 1977
 - 7.36. Short Term Insurance Act, No. 53 of 1998
 - 7.37. Skills Development Levies Act, No. 9 of 1999
 - 7.38. Trademark Act, No. 194 of 1993
 - 7.39. Transfer Duty Act, No. 40 of 1949
 - 7.40. Unemployment Insurance Act, No. 63 of 2001
 - 7.41. Unit Trust Control Act, No. 54 of 1981
 - 7.42. Value Added Tax Act, No. 89 of 1991

8. REQUEST PROCESS

- 8.1. An individual who wishes to place a request must comply with all the procedures laid down in PAIA.
- 8.2. The requester must complete **ANNEXURE B**, which is attached hereto and submit it to the Information Officer at the details specified above.

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- 8.3. The prescribed form must be submitted as well as payment of a request fee and a deposit, if applicable to the Information Officer at the postal or physical address, fax number or electronic mail as is stated herein.
 - 8.4. The prescribed form must be completed with enough particularity to enable the Information Officer to determine –
 - 8.4.1. the record(s) requested;
 - 8.4.2. the identity of the requestor;
 - 8.4.3. what form of access is required; and
 - 8.4.4. the Postal Address or fax number of the requestor.
 - 8.5. The requestor must state that the records are required for the requestor to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. An explanation of why the records requested is required to exercise or protect the right.
 - 8.6. The request for access will be dealt with within 30 days from date of receipt, unless the requestor has set out special grounds that satisfies the Information Officer that the request be dealt with sooner.
 - 8.7. The period of 30 days may be extended by not more than 30 additional days, if the request is for a large quantity of information, or the request requires a search for information held at another office of the company and the information cannot be reasonably obtained within 30 days. The Information Officer will notify the requestor in writing should an extension be necessary.
 - 8.8. The requestor will be informed in writing whether access to the records have been granted or denied. If the requestor requires a reason for the decision the request must be expressed in the prescribed form, the requestor must be further stated what particulars of the reasoning the requestor requires.
 - 8.9. If a requestor has requested the records on another individual's behalf, the requestor must submit proof of the capacity the requestor submits the request in, to the satisfaction of the Information Officer.
 - 8.10. Should the requestor have any difficulty with the form or the process laid out herein, the requestor should contact the Information Officer for assistance.
 - 8.11. An oral request can be made to the Information Officer should the requestor be unable to complete the form due to illiteracy or a disability. The Information Officer will complete the form on behalf of the requestor and provide a copy of the form to the requestor.

9. GROUNDS FOR REFUSAL

The following are grounds upon which Bloemcare may, subject to the exceptions in Chapter 4 of PAIA, refuse a request for access in accordance with Chapter 4 of PAIA:

- 9.1. 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;
- 9.2. Mandatory protection of the commercial information of a third party, if the records contain –
 - 9.2.1. trade secrets of that third party;
 - 9.2.2. 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

- 9.2.3. information disclosed in confidence by a third party to the company, 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.
- 9.3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 9.4. Mandatory protection of the safety of individuals and the protection of property;
- 9.5. Mandatory protection of records that would be regarded as privileged in legal proceedings;
- 9.6. Protection of the commercial information of Bloemcare, which may include –
- 9.6.1. trade secrets;
- 9.6.2. 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 the company; and/or
- 9.6.3. information which, if disclosed, in confidence by a third party to the company, 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.
- 9.7. Research information of the company or a third party, if such disclosure would place the research or the researcher at a serious disadvantage; and
- 9.8. Requests for records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources

10. REMEDIES SHOULD A REQUEST BE REFUSED

- 10.1. Bloemcare does not have an internal appeal procedure in light of a denial of a request, decisions made by the Information Officer is final;
- 10.2. The requestor may in accordance with Sections 56(3)(c) and 78 of PAIA, apply to a court for relief within 180 days of notification of the decision for appropriate relief.

11. FEES

The following fees shall be payable upon request by a requestor:

Request fee	R300.00 (payable on every request)
Photocopy of an A4 page or part thereof	R 3.00
Printed copy of an A4 page or part thereof	R 3.00
Hard copy on flash drive	R 50.00 (flash drive to be provided by requestor)
Hard copy on a compact disc	R 50.00 (compact disc to be provided by requestor)
Hard copy on a compact disc	R100.00 (compact disc to be provided by the company)
Transcription of visual images per A4 page	as per quotation of service provider
Copy of visual images	as per quotation of service provider
Transcription of an audio record per A4 page	R 30.00
Copy of audio record on flash drive	R 50.00 (flash drive to be provided by requestor)
Copy of an audio on a compact disc	R 50.00 (compact disc to be provided by requestor)
Copy of an audio on a compact disc	R100.00 (compact disc to be provided by the company)

To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation	R200.00
To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation	R500.00 (cannot exceed total cost)
Postage, email or any other electronic transfer	actual expense, if any

12. POPI

12.1. Conditions for lawful processing

12.1.1. POPI has eight conditions for lawful processing and includes –

- a) Accountability
- b) Processing limitation
- c) Purpose specification
- d) Further processing limitation
- e) Information quality
- f) Openness
- g) Security Safeguards
- h) Data subject participation

12.1.2. The company is involved in the following types of processing –

- a) Collection
- b) Recording
- c) Organisation
- d) Structuring
- e) Storage
- f) Adaptation or alteration
- g) Retrieval
- h) Consultation
- i) Use
- j) Disclosure by transmission
- k) Dissemination or otherwise making available
- l) Alignment or combination
- m) Restriction
- n) Erasure
- o) Destruction

12.1.3. The company processes information for the following purposes –

- a) to fulfil agreements in relation to its employees;
- b) to provide services to its clients in accordance with terms agreed to by the Clients;
- c) to undertake activities related to the provision of services, such as:

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- to fulfil domestic legal, regulatory and compliance requirements;
 - to verify the identity of customer representatives who contact Bloemcare or may be contacted by Bloemcare;
 - for risk assessment, information security management, statistical, trend analysis and planning purposes;
 - to monitor and record calls and electronic communications with the Client for quality, training, investigation and fraud prevention purposes;
 - to enforce or defend Bloemcare or its affiliates' rights;
 - to manage Bloemcare's relationship with its clients, which may include providing information to its clients and its clients affiliates about Bloemcare and its affiliates' products and services;
 - the purposes related to any authorised disclosure made in terms of agreement, law or regulation;
 - any additional purposes expressly authorised by the company's client;
 - any additional purposes as may be notified to the Client or Data Subject in any notice that is provided by the company.

12.2. Bloemcare processes personal information in the following categories of Data Subjects

12.2.1. Juristic persons –

- a) Corporate clients
- b) Processing limitation
- c) Purpose specification
- d) Further processing limitation
- e) Information quality
- f) Openness
- g) Security Safeguards
- h) Data subject participation

12.2.2. Natural persons –

- a) Individuals
- b) Staff
- c) Clients
- d) Suppliers

12.3. Bloemcare process the following categories personal information:

- 12.3.1. Client profile information
- 12.3.2. Bank account details
- 12.3.3. Payment information
- 12.3.4. Client representatives
- 12.3.5. Names
- 12.3.6. Email addresses
- 12.3.7. Telephone numbers
- 12.3.8. Physical addresses

12.3.9. Identity numbers

12.3.10. Passport numbers

12.4. Recipients of personal information:

12.4.1. The company, the company's affiliates, their respective representatives

12.5. When making authorised disclosures or transfers of personal information in terms of Section 72 of POPI, personal information may be disclosed to recipients in countries that do not have the same level of protection for personal information as South Africa does.

12.6. The following security measures are implemented by the company –

12.6.1. Bloemcare implements numerous security measures to protect personal information that is stored electronically and physically:

- a) Bloemcare ensures that appropriate security measures are taken and updates these measures on a regular basis.
- b) Bloemcare have also implemented various policies for additional security for personal information stored both physically and electronically.

12.6.2. The personal information that is stored physically is protected as follows:

- a) Where physical records of the data exist, such records will be stored in a secure area that can be 'locked-away' as to avoid a breach of the personal information.
- b) Such physical data records will be 'lock-away' and secured when not in use.

12.7. Bloemcare may share personal information with third parties and in certain instances this may result in cross border flow of the personal information. The personal information will always be subject to protection, not less than the protection it is afforded under the Protection of Personal Information Act, No. 4 of 2013.

12.8. Objection to the processing of personal information by a data subject:

12.8.1. Section 11(3) of POPI and Regulation 2 of the POPI regulations provides that a data subject may, at any time object to the processing of their personal information in the prescribed form attached to this manual as ANNEXURE C.

12.9. Request for correction or deletion of personal information:

12.9.1. Section 24 of POPI and Regulation 3 of the POPI regulations provides that a data subject may request for their personal information to be corrected and/or deleted in the prescribed form attached hereto as ANNEXURE D.

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Information Officer
Date: 4 December 2023