



**S Buys Pharmacy**

at **SPAR**

Wholesaler

**S BUYS WHOLESALER & FOREFRONT**

**PAIA and POPIA MANUAL**

Malan & Buys (PTY) Ltd

Reg No. 1997/014293/07  
VAT No. 4560195390



# S Buys Pharmacy

at **SPAR**  
Wholesaler

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## PAIA and POPIA MANUAL

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In accordance with:

Section 51 of the Promotion of Access to Information Act No 2 of 2000

and

The Protection of Personal Information Act No. 4 of 2013

MALAN & BUYS (PTY) LTD

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**DIRECTORS:** Sicily van Rensburg

**EXECUTIVE MANAGEMENT COMMITTEE:** Jeremy Nical (CEO), Sicily van Rensburg (COO & Founder), Dirk van Zyl (CFO), Nadine Grobler, Madeleine Malan, Eric Pickering, Sonica Sparners & Estelle Victor.

S Buys Wholesaler  
Academy

Scriptwise Specialised Pharmacy

S Buys Park, Pharmacy at SPAR

S Buys

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## 1. INTRODUCTION

S Buys Pharmacy at SPAR Wholesaler is a key part of the S Buys Group of companies, and is a full-line pharmaceutical Wholesaler that services pharmacies, hospitals and doctors as well as the State and NGO'S. Established in 1997, S Buys Pharmacy at SPAR Wholesaler specialises in the procurement and distribution of dispensary & surgical products, as well as medical devices & equipment. S Buys Pharmacy at SPAR Wholesaler is known in the market as a reliable and service-orientated partner. We are the link between your business and suppliers. We strive to deliver on our promise of reliability and service, giving you (our customer – doctor, pharmacy, hospital) more time to devote to achieving good health outcomes for your patients and customers. At all times, we are compliant with Good Wholesaling Practice, as outlined by the South African Health Products Regulatory Authority (SAHPRA).

Requests for information of S Buys Pharmacy at SPAR Wholesaler must be made to the Information Officer, as per the details below and in the form reflected in **annexure "A"**. All requests for information of S Buys Pharmacy at SPAR Wholesaler shall be considered in the light of the relevant sections in the Act.

## 2. SCOPE OF MANUAL

The manual grant access to records held by Malan & Buys (Pty) Ltd which includes the following companies:

COMPANY NAME	REGISTRATION NO.
Malan & Buys (Pty) Ltd t/a S Buys Wholesaler	1997/014298/07
Forefront Info (Pty) Ltd	1997/014968/07

## 3. CONTACT DETAILS OF THE INFORMATION OFFICER IN TERMS OF SECTION 51(1)(a)

### Information officer:

<b>Name:</b>	Madeleine Malan
<b>Physical address:</b>	S Buys Pharmacy at Spar Distribution Centre, Cnr. Kaolin & Radium Street, Carletonville.
<b>Postal address:</b>	Private Bag X2057, Carletonville, 2500
<b>Telephone number:</b>	018 788 2075
<b>Fax number:</b>	018 786 3705

<b>E-mail address:</b>	<a href="mailto:mmalan@sbuys.co.za">mmalan@sbuys.co.za</a>
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**Deputy Information officers:**

<b>Name:</b>	Revonne Coetzee
<b>Physical address:</b>	S Buys Pharmacy at Spar Distribution Centre, Cnr. Kaolin & Radium Street, Carletonville.
<b>Postal address:</b>	Private Bag X2057, Carletonville, 2500
<b>Telephone number:</b>	018 788 2075
<b>Fax number:</b>	018 786 3705
<b>E-mail address:</b>	<a href="mailto:rdempers@sbuys.co.za">rdempers@sbuys.co.za</a>

#### 4. PURPOSE OF THE MANUAL

- 4.1 To enable a requester details of the procedure that has to be followed to obtain access to records of a private body in accordance with the Promotion of Access to Information Act, 2 of 2000, (PAIA); and
- 4.2 The objects in terms of section 9 of the PAIA recognises the right to access information but the access is subject to justifiable limitations, including, but not limited to, limitations aimed at the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance; and in a manner that balances that right with any other right including the rights enshrined in the Bill of Rights.
- 4.3 To enable a requester, amongst other things, details regarding his/her Personal Information which is:
- held by the company with consent;
  - processed by the company;
  - shared with 3<sup>rd</sup> parties of the company;

For the company to provide the purpose for processing the Personal Information of a data subject in accordance with the Protection of Personal Information Act, 4 of 2013, (POPIA).

#### 5. SECTION 10 GUIDE (Section 51(1)(b))

The Guide referred to in Section 10 of the Act is available from the Human Rights Commission containing information to assist a person who wants to exercise a right which is contained in the act.

The Guide is available for inspection, inter alia, at the office of the South African Human Rights Commission at Braampark Forum 3, 33 Hoofd Street, Braamfontein, Johannesburg, Gauteng and at [www.sahrc.org.za](http://www.sahrc.org.za).

Queries to be directed to:

The South African Human Rights Commission





Postal Address: Private bag 2700, Houghton 2041  
E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)/[mnyuswa@sahrc.org.za](mailto:mnyuswa@sahrc.org.za)  
Telephone: 011 877 3600  
Fax: 011 403 0668  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)

## 6. RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS IN TERMS OF THE ACT (Section 51(1)(c))

Records lodged in terms of Government requirements with various statutory bodies, including the Companies and Intellectual Property Commission.

## 7. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION (Section 51(1)(d))

Requesters may make requests for information that may be requested in accordance with applicable South African legislation which will establish whether the Requester has a right to access to a record.

The list of applicable legislation:

- Basic Conditions of Employment Act No. 75 of 1997
  - Each employee's name and occupation
  - Time worked by each employee
  - Remuneration paid to each employee
  - All other records required by the Act.
- Broad Based Black Economic Empowerment Act No. 53 of 2003
  - All records required by the Act and the relevant Codes.
- Businesses Act 71 of 1991
  - License held in terms of the Act.
- Companies Act No. 71 of 2008
  - Certificate of Incorporation
  - Certificate of Change of Name (if any)
  - Certificate to Commence Business
  - Memorandum of Incorporation and/or Articles of Association
  - Minute books, general and special resolutions passed at any meeting of Shareholders of the Company or any class of Shareholders
  - Register of Members / Shareholders / Directors / Company Secretary / Public Officers
  - Branch registers
  - Annual Financial Statements



- Books of Account required by the Act
- All other records required by the Act.
  
- Compensation for Occupational Injuries & Diseases Act No. 130 of 1993  
The register or other record of the earnings and other prescribed particulars of all employees, for example: wages paid, time worked, and payment made for piece-work and overtime.
  
- Competition Act No. 89 of 1998
  - All records required by the Act.
  
- Consumer Protection Act No. 68 of 2008
  - All records required by the Act.
  
- Customs & Excise Act 91 of 1964
  - Bills of entry
  - Books of account required by the Act
  - Records of the person from whom imported goods were obtained and, if he is the importer or manufacturer or owner, as to the place where the duty due thereon was paid, the date of payment, the particulars of the entry for home consumption and the marks and numbers of cases, packages, bales and other articles concerned.
  
- Electronic Communications Act No. 36 of 2005
  - All records required by the Act.
  
- Electronic Communications and Transactions Act, No. 25 of 2002
  - All records required by the Act.
  
- Employment Equity Act No. 55 of 1998
  - All records required by the Act.
  
- Foodstuffs, Cosmetics and Disinfectants Act 54 of 1972
  - All other records required by the Act.
  
- Income Tax Act No. 58 of 1962
  - All ledgers, cash books, journals, cheque books, bank statements, deposit slips, pay cheques,
  - invoices, stock lists and all other books of account
  - Signed copy of Annual Financial Statements
  - Books of Account recording information required by the Companies Act
  - Invoices – issued and received
  - All other records required by the Act.
  
- Labour Relations Act No. 66 of 1995
  - All records required in compliance with any collective agreement, arbitration award or determination



- made in terms of the National Minimum Wage Act 9 of 2018
  - All records of the prescribed details of any strike, lock-out or protest action involving employees
  - All disciplinary records
  - All other records required by the Act.
- National Credit Act No. 34 of 2005
  - All records which may be required by the Act.
- Occupational Health & Safety Act. No. 85 of 1993
  - A copy of the Act
  - An incident register certificate of compliance (in respect of all electrical installations)
  - First Aid certificate (valid for 3 years)
  - Refrigeration / Air-conditioning record book
  - All other records required by the Act.
- Pharmacy Act No. 53 of 1974
  - All records which may be required by the Act.
- Prescription Act No. 68 of 1969
  - All records which may be required by the Act.
- Prevention and Combatting of Corrupt Activities Act No. 12 of 2014
  - All records which may be required by the Act.
- Prevention of Organised Crime Act, No. 121 of 1998
  - All records which may be required by the Act.
- Promotion of Access to Information Act No. 2 of 2000
  - All records which may be required by the Act.
- Protected Disclosures Act No. 26 of 2000
  - All records which may be required by the Act.
- Protection of Personal Information Act No. 4 of 2013
  - All records which may be required by the Act.
- Regulation of Interception of Communications and Provision of Communication-Related Information Act No. 70 of 2002
  - All records which may be required by the Act.
- Skills Development Act No. 97 of 1998
  - Annual training reports and the annual training plan.
- Skills Development Levies Act No. 9 of 1999
  - Annual training reports and the annual training plan.





- The Medicines and Related Substance Act No. 101 of 1965
  - Records required by the Act.
- Unemployment Insurance Act No. 63 of 2001
  - Records detailing the contributions by contributors employed by the employer in respect of earnings paid, time worked, payments made for piece work and overtime.
- Unemployment Insurance Contributions Act No. 4 of 2002
  - All records required by the Act.
- Value Added Tax Act No. 89 of 1991
  - Books of account, documents recording the supply of goods to or by the vendor, invoices, tax
  - invoices, credit and debit notes, bank statements, deposit slips, stock lists and paid cheques

Take note that there is a possibility that the above list is incomplete. We will update the list when it comes to our attention that there is other legislation required i.t.o the company. If the requester believes that there is other legislation that can support his/her right of access then we will require the Requester to inform us on what legislation the request is based on in order for the company to consider same.

## 8. RECORDS HELD BY MALAN & BUYS (PTY) LTD (Section 51(1)(e))

Below is a description of the subjects on which the company holds records and the categories of records held on each subject. The below records may be subject to the grounds for refusal of access to records in terms of PAIA.

<b>Human Resources</b>	Employment contracts UIF returns Provident Fund Beneficiary information PAYE records Personal information of employees Employment equity reports/plan Leave and sick leave records Disciplinary Code and records Grievance Procedures Payroll Safety, Health and Environmental records Training records Performance review records Medical information Policies and procedures Remuneration Qualifications Banking Details ID's
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<b>Company / Secretarial</b>	Directors Auditors Resolutions Minutes of meetings Corporate structure documents Share certificates Shareholder agreements Documents of incorporation Memorandum of Incorporation
<b>Financial and Administration records</b>	Accounting records Annual financial statements Annual financial reports Bank statements Banking details Bank account(s) Asset registers Purchase orders Remittances Invoices and statements (debtors and creditors) General ledgers Policies and Procedures Tax records and returns Rental agreements Tax returns Stock taking Insurance documentation and claims records Licences from relevant authorities
<b>Income Tax</b>	PAYE VAT UIF Workmen's Compensation Payments made to SARS on behalf of employees IRP 5 issued to employees
<b>Corporate Governance</b>	Standard Operating Procedures Executive committee meeting minutes Board meeting minutes Corporate social investment records Codes of conduct
<b>Procurement Department</b>	Standard Operating Procedures Contractor, client and supplier agreements Lists of: Products Suppliers Services Distribution



<b>IT Department Records</b>	Hardware asset register Software licensing Security Policies/procedures Disaster recovery plans Diverse IT (Marconi software) BCX (Unisolve dispensing software) Vojjavu (Call Recordings)
<b>Safety, Health and Environment</b>	Complete Risk assessment Inspections by relevant authorities Alarm system Fire extinguisher sprinkler system Gas powder extinguisher system Certificates held from relevant authorities: RF Monitoring Belfa Fest Fire Brasco ASIB Fire drill evacuation reports Fire fighting Health & Safety First Aid training Risk reports First Aid Register
<b>Risk Management and Audit</b>	Audit reports from: Marsh Risk Control Report Risk management frameworks Risk management plans Inspection from SAPC SAHPRA
<b>Marketing and Communication</b>	Advertising and promotional material New business development Brand information management Marketing strategies Communication strategies Client relationship programmes Marketing publications and brochures Agreements with 3 <sup>rd</sup> parties SA Code of Practice for the Marketing of Healthcare Products (ipasa)
<b>Operations</b>	Access Control Service level agreements Travel documentations Insurance documents Archived administration documentation Vehicle registration documents BEE





<b>Patient/Client Services</b>	Patient/Client details Personal information and records provided by a 3 <sup>rd</sup> party Patient/Client correspondence Terms and conditions including written consents Terms and conditions including telephonic consents Client/Medical Professional information
<b>Available on our website</b>	Privacy Policy Terms of Use / Terms and Conditions Disclaimer

## 9. FORM OF REQUEST / PROCEDURE FOR A REQUEST FOR ACCESS (Section 51(1)(e) & Section 53)

- 9.1 When you request access to one of our records, you must do it in the prescribed form which is enclosed herewith.
- 9.2 The Requester must complete the attached prescribed form and submit it with a payment of a request fee (if applicable) and a deposit (if applicable) to the Information Officer or the Deputy Information Officer at the physical or postal address, fax or e-mail as indicated above in clause 3.
- 9.3 Form of request:
- 9.3.1 The requester must provide sufficient detail on the request form to enable the designated head to identify the record and the requester.
- 9.3.2 The requester should indicate which form of access is required.
- 9.3.3 The requester should indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c)] of PAIA.
- 9.3.4 The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2)(d)] of PAIA.
- 9.3.5 If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the designated head of the private body [s 53(2)(f)] of PAIA.
- 9.3.6 A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee.
- 9.3.7 Every other requester, who is not a personal requester, must pay the required request fee.



- 9.3.8 The designated head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request [s 54(1)] of PAIA.
- 9.3.9 The fee that the requester must pay to a private body is currently R50,00. The requester may lodge an application to the court against the tender or payment of the request fees 54(3)(b)] of PAIA.
- 9.3.10 After the designated head of the private body has decided on the request, the requester must be notified in the required form.
- 9.3.11 If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)] of PAIA.
- 9.4 The Information Officer will within 30 (thirty) days after receiving the request or after receiving the particulars required, decide whether to grant the request in accordance with the act and notify the requester of the:
- access fee (if any) to be paid;
  - decision if access was denied / granted;
  - the Requester may require the reasons for the decision in any other manner, state in which manner and particulars requires. The company may inform the Requester in that manner if it is reasonably possible.
- 9.5 The Information officer must inform the Requester that the above period referred to in clause 9.4 may be extended for a further period of not more than 30 (thirty) days if the request:
- Is made for access to a large amount of records or the search requires the company to look through a large amount of records which reasonable can't be obtained within the initial period;
  - Requires the company to conduct a search for the record(s) at another office which is not situated in the same town as the office of the Private Body and reasonably can't be obtained within the initial period;
  - Necessitates consultations among departments/divisions of the company or where necessary with another private of public body that reasonably can't be obtained within the initial period;
- 9.6 Should the Information officer decide to extend the period like indicated in clause 9.5 above then the Requester must be informed of same and provided with reasons for the extension and that the Requester may lodge an application at court against the extension etc.

## 10. FEES

- 10.1 When the Information officer receives a request for access, the officer will by notice require the requester, other than a personal requester, to pay the prescribed request fee before further processing the request.





- 10.2 If the Information Officer is of the opinion that it will require more than the prescribed hours to attend to the request then the Officer must by notice request from the Requester, other than a personal requester, to pay a deposit of the prescribed portion of the access fee (not being more than one third) which would be payable if the request were granted.
- 10.3 The prescribed fees are set out in **annexure "B"** attached hereto.
- 10.4 If the Requester did pay a deposit for his/her request to access which is refused, the company must repay the deposit to the requester.
- 10.5 The information officer may withhold a record that was requested until the Requester concerned has paid the fees.
- 10.6 If a request to access has been granted, the Requester must pay an access fee for the reproduction, search and preparation, for any time reasonably required in excess of the prescribed hours to search and prepare the record(s) to be disclosed including to arrangements to make it available to the Requester.
- 10.7 A reasonable access fee (including but not limited to) may be charged for the cost of the copies of the record, transcriptions and postal fee, whatever is applicable.

## 11. RECORDS THAT CAN'T BE FOUND OR DO NOT EXIST

If the company took all reasonable steps to find a record which was requested and, in its possession, but cannot be found or does not exist then the Information officer has to notify the Requester by way of an affidavit. The affidavit will set out what measures has been taken to find the record(s) or determine if the records does exist including communication from every person who assisted with the search.

## 12. ACCESS TO HEALTH OR OTHER RECORDS

- 12.1 If a relevant person request access to his/her health records which were provided by a health practitioner regarding the physical or mental health of the Requester or a request made on behalf of the person to whom the record relates and, the Information officer is of the opinion that the disclosure might cause serious harm to his/her well-being, physical or mental health then the officer may first consult with a health practitioner who was nominated by the relevant person before disclosing the information.
- 12.2 Should the health practitioner be of the opinion that the disclosure will cause serious harm as indicated above then the Information Officer may just disclose the requested information after receiving proof to the satisfaction of the officer that provision was made for counselling to limit or avoid such harm. The access will be given to the responsible counsellor.
- 12.3 A person who is appointed by a court to manage the affairs of a person whom is incapable of managing their own affairs should request access and decide on the nomination to be made in accordance with clause 12.1 above.





- 12.4 A parent or a guardian should attend to a request and nomination in accordance with clause 12.1 above on behalf of their child whom is under the age of 16 years.

### 13. REFUSAL OF ACCESS TO RECORDS

- 13.1 Malan & Buys (Pty) Ltd may refuse access to records if it relates to the:
- Mandatory protection of privacy of a third party who is a natural person or a deceased individual;
  - Mandatory protection of commercial information of a third party;
  - Mandatory protection of certain confidential information of a third party;
  - Mandatory protection of the safety of individuals as well as protection of property;
  - Mandatory protection of records which are privileged from production in legal proceedings.
- 13.2 Malan & Buys (Pty) Ltd may further refuse access to commercial information of the private body which may include:
- Records containing trade secrets of the private body;
  - Records which contains financial, commercial, scientific or technical information which will likely cause harm to the commercial or financial interests of the body;
  - Records which will put the private body at a disadvantage in contractual or other negotiations or commercial competition;
  - A computer program which is owned by the private body except if it is required that access be given to a record which is granted in terms of the Act;
  - Mandatory protection of research information of the public body or a third party.

### 14. REMEDIES AVAILABLE IF ACCESS TO A RECORD WAS REFUSED

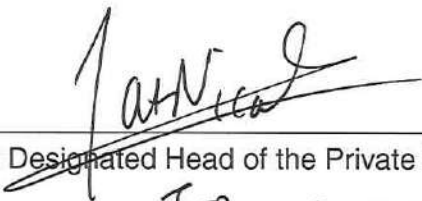
- 14.1 There is no internal appeal procedures available at Malan & Buys (Pty) Ltd that can be used against a decision of the information officer.
- 14.2 The Requester may make use of the external remedies available to him/her if a request for access is refused.
- 14.3 The external remedy for a Requester or a third party is to apply to a Court for relief within 30 (thirty) days of notification of the decision from the Information officer.

### 15 AVAILABILITY OF THE MANUAL

Copies of this manual are available for inspection at the office of the company during business hours. This manual is also available on the Company's website [www.sbuys.co.za](http://www.sbuys.co.za) and from the South African Human Rights Commission.



Copies of the manual can be obtained from the Information Officer but a fee will be charged for the copies of the manual in accordance with the prescribed fee and will be provided to the requester upon payment of the prescribed amount.

  
\_\_\_\_\_  
Signature of Designated Head of the Private Body  
JEREMY C.H. NIROC  
\_\_\_\_\_  
Name of Designated Head of the Private Body

(Note: each page should be initialled to complete the signing process).

Date of signature 15/06/2021

Publication date of this manual: 14/06/2021

Next revision date of this document: 15/06/2022

## 16 PROTECTION OF PERSONAL INFORMATION THAT IS PROCESSED BY MALAN & BUYS (PTY) LTD

16.1 Chapter 3 of POPIA provides the eight minimum conditions for the lawful processing of personal information of a data subject by a Responsible Party.

16.2 The personal information of a Data Subject should be processed in accordance to their rights with regards to the conditions for the lawful processing of personal information as referred to in Chapter 3 of the POPIA. These rights of the Data Subject include the following:

- a) the right to be notified that their personal information is being collected by the private body to be processed and with regards to the purpose of collection. The Data Subject should be notified in the event that there their personal information has been accessed by an unauthorized person due to a data breach;
- b) to have knowledge about the personal information which is held by the responsible party and to request access to this information. A request for such information should be handled in accordance with clause 9 – 14 of this manual;
- c) to request the responsible party where necessary to correct, destruct or delete his/her personal information should it be inaccurate,





- irrelevant, excessive, out of dated, incomplete, misleading, unlawfully obtained or no longer has the authorisation to retain the information;
- d) to object to the company processing his/her personal information on reasonable grounds and subject to the private company's retention periods of keeping records;
  - e) to further object to the processing of his/her personal information for the purpose of direct marketing;
  - f) the personal information not to be processed for the purpose of direct marketing by means of unsolicited electronic communication except if the data subject has given consent thereto or is a customer of the responsible party;
  - g) to complain to the Information Regulator regarding the alleged interference of the rights of the data subject in terms of POPIA;
  - h) to institute civil proceedings against the private body regarding the alleged interference of the rights of the data subject in terms of POPIA.

16.3 The private body process the personal information of juristic and natural persons in order to service these individuals with their pharmaceutical needs with regards to the company's business functions. The company determines the purpose of and means for the processing of the personal information of which purpose shall be clear to the data subject. This company is a Responsible Party and will ensure that the personal information of all data subjects will be processed in accordance with the POPIA as follows:

- a) is processed lawful, fair and transparent in a reasonable manner with the consent of the data subject;
- b) is processed for the specific reason or purpose for which it is collected and should be adequate, relevant and not excessive;
- c) will not be processed for other purposes unless it is compatible with the original purpose of collection;
- d) the information will be collected directly from the data subject or a 3<sup>rd</sup> party that has consent to share the personal information of the data subject with the company and, the company will make the data subject aware of the collection of his/her personal information;
- e) the information will be retained by the company for the prescribed periods and not longer than necessary;
- f) steps should be taken to ensure that the personal information of a data subject is up to date, accurate and complete;
- g) the personal information will be processed confidentially and is subject to an appropriate level of security regarding the protection of the information when it is processed and stored. The company to implement reasonable technical and organisational measures to prevent unlawful access, loss, damage and unauthorised destruction of personal information as far as reasonably possible.





#### 16.4 The purpose for the processing of personal information:

- a) to provide pharmaceutical services to the patient/customer as agreed upon between the parties;
- b) to provide this service further with regards to:
  - Collection, use, disclosure, storage, destruction and amendments of personal information;
  - Making personal information which is held by the company, available to the customer;
  - Delivery of the medication as was requested by the customer;
  - Correspondence and disclosing of personal information between and associated with the company, customer, medical professionals, courier company and legal department if necessary in terms of their agreement, laws of regulations;
  - Verification of the identity of customer before personal information is processed;
  - Information security management in order to prevent a breach in data which includes but is not limited to the recording of calls and electronic communication for quality, training, investigation and fraud prevention;
  - To defend and enforce the rights of the company;
  - To manage the communication and professional relationship with the customers.
- c) to process, share and store additional personal information for purposes which has been authorized by the customer;

#### 16.5 A description of the categories of data subjects and personal or special personal information relating thereto:

- a) the company process the personal and special personal information of natural persons and juristic persons received by the data subject themselves or affiliates, divisions and any related 3<sup>rd</sup> parties in order to provide the service to the patient/customer/employee;
- b) **Natural Persons:**  
Name, Surname, Identity number, home, work and cell phone numbers, physical address, delivery address, e-mail address, , bank account and transactional information if a debit order is requested and signed.
- c) **Juristic Persons:**  
Practice information of the Medical practitioner which includes, practice number, telephone number, physical address, delivery address, e-mail address, legal entity type, scope of business, registered name and registration number, trading name, SA pharmacy council number, Banking information, details of principals, tax clearance certificate, pharmacy registration certificate, pharmacy



owner, responsible pharmacist, pharmacy license, HPCSA certificate, Dispensing license, RAMS number etc.

d) **Employees:**

Name, Surname, Identity number, next of kin or emergency contact details, physical address, contact numbers, e-mail address, tax number, banking details, sick notes, chosen beneficiaries regarding provident fund etc.

## 16.6 Recipients or categories of recipients to whom the personal information of a data subject may be supplied:

The personal information may be disclosed/shared with the following:  
Including but not limited to:

- The company and affiliates, divisions and authorized representatives
- Pharmaceutical companies that supply and manufacture medicines and related substance,
- Medical professional,
- Delivery details with the courier company,
- Personal information if account is handed over to the legal department for purposes of debt collection and default listings at a credit bureau.

## 16.7 Planned transborder flows of personal information:

Currently no planned transborder flows of personal information.  
Should personal information be transferred out of the Republic of South Africa then the company will adhere to section 72 of the POPIA.

## 16.8 A description of information security measures to be implemented by the responsible party:

The company will implement and maintain reasonable security measures regarding the protection of data by providing objectives which is included but not limited to the below list. The company may develop their security measures as necessary.

- Confidentiality agreements which is entered in between employer and employee with regards to processing personal information and company information;
- Reasonable measures shall be implemented to prevent unauthorized persons from gaining access to equipment where the data is processed and stored by way of access controls; and
- Only authorized personnel will have access to the data which is used within his/her scope of employment;





- Reasonable measures shall be implemented that no electronic format of a letter, invoice, statement etc. can be manipulated which is used by the company containing personal data;
- Reasonable measures shall be implemented to protect the computer systems from a virus, unauthorized input, unauthorized reading, amendments or deletion of data stored on the server;
- Reasonable measures shall be implemented to ensure that contractors/3<sup>rd</sup> parties or representatives of the company sign a service level agreement which includes the protections of personal information;
- Reasonable measures shall be implemented to secure the soft copies which is stored on and off the business premises;
- Reasonable measures shall be implemented to access the verification and tracing of destinations to which personal information is sent by using the company's data communication equipment for example the recording of telephone calls and e-mails;
- By providing regular training to staff regarding protection of personal information.

#### 16.9 Objection to the processing of personal information:

A data subject may object to the processing of his/her personal information by completing the prescribed form attached hereto as **annexure "C"** in terms of section 11(3) of the POPIA and Regulation 2.

#### 16.10 Request for correction or deletion of personal information or destroying or deletion of record of personal information:

A data subject may request a correction or deletion of his/her personal information or deletion of a record of the information in the prescribed form attached hereto as **annexure "D"** in terms of section 24(1) of the POPIA and Regulation 3.





**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**  
(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 10]

**A. Particulars of private body:**

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**B. Particulars of person requesting access to the record:**

- |   |
|---|
| a) The particulars of the person who requests access to the record must be recorded below |
| b) Furnish an address and/or fax number in the Republic to which information must be sent |
| c) Proof of the capacity in which the request is made, if applicable, must be attached.   |

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

Postal address: \_\_\_\_\_

Fax number: \_\_\_\_\_

Telephone number: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Capacity in which request is made, when made on behalf of another person:

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**C. Particulars of person on whose behalf request is made:**



This section must be completed only if a request for information is made on behalf of another person.

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

**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:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Reference number, if available: \_\_\_\_\_

3. Any further particulars of record: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**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 therefor.

Reason for exemption from payment of fees: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**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 hereunder, state your disability and indicate in which form the record is required.

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

**1. If the record is in written or printed form:**

<input type="checkbox"/> Copy of record*	<input type="checkbox"/> Inspection of record	
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**2. If record consists of visual images:**

<input type="checkbox"/> View the images	<input type="checkbox"/> Copy of the images*	<input type="checkbox"/> Transcription of the images*
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**3. If record consists of recorded words or information which can be reproduced in sound:**

<input type="checkbox"/> Listen to the soundtrack	<input type="checkbox"/> Transcription of the soundtrack* (written or printed document)
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**4. If record is held on computer or in an electronic or machine-readable form:**

<input type="checkbox"/> Printed copy of record*	<input type="checkbox"/> Printed copy of information derived from the record*	<input type="checkbox"/> Copy in computer readable form*
--	---	--

*if you request a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? <b>Postage is payable.</b>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
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**G. Particulars of rights 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.

- Indicate which right is to be exercised or protected:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_





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

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**H. Notice of decision regarding request for access:**

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

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Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_  
20\_\_\_\_

\_\_\_\_\_  
Signature of requester/person on whose  
Behalf request is made.



**FEES****REPRODUCTION FEES**

The fees referred to in the regulation are as follows:

		<b>R</b>
a)	For every photocopy of an A4-size page or part thereof	1,10
b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
c)	For a copy in a computer-readable form on -	
	• Compact disc	70,00
d)	i) For a transcription of visual images, for an A4-size page or part thereof	40,00
	ii) For a copy of visual images	60,00
e)	i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
	ii) For a copy of an audio record	30,00

**REQUEST FEE**

When a requester submits a request for access to information held by the company in respect of a person other than the requester himself, a request fee in the amount of R50,00 is payable up-front before the company will further process such request.

**ACCESS FEES**

An access fee is payable where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of section 54(8) of the PAIA.

The access fees referred to in the regulation are as follows:

		<b>R</b>
a)	For every photocopy of an A4-size page or part thereof	1,10
b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
c)	For a copy in a computer-readable form on -	
	• Compact disc	70,00
d)	i) For a transcription of visual images, for an A4-size page or part thereof	40,00
	ii) For a copy of visual images	60,00
e)	i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
	ii) For a copy of an audio record	30,00
f)	To search for a record that must be disclosed (per hour or part of an hour reasonably required for such search)	30,00
	Where a copy of a record needs to be posted the actual postal fee is payable.	

## **DEPOSITS**

For purposes of section 54(2) of PAIA, the following applies:

- Six hours as the hours to be exceeded before a deposit is payable; and
- One third of the access fee is payable as a deposit by the requester.

## **VAT**

Value-added tax shall be added to all fees prescribed in terms of the regulations to the Act.





Annexure "C"

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

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018**

Note:

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

<b>A</b>	<b>DETAILS OF DATA SUBJECT</b>
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	





Annexure "D"

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR  
DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS  
OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013  
(ACT NO. 4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION,  
2018  
[Regulation 3]**

Note:

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

Mark the appropriate box with an "X"

**Request for:**

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





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

<b>A</b>	<b>DETAILS OF DATA SUBJECT</b>
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	
<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name(s) and surname/ registered name of responsible party	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	
<b>C</b>	<b>INFORMATION TO BE CORRECTED/DELETED/DESTRUCTED /DESTROYED</b>
<b>D</b>	<b>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY;</b> <b>and or</b> <b>REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO</b>



	<b>RETAIN.</b> (Please provide detailed reasons for the request)

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

\_\_\_\_\_  
Signature of data subject/designated person