

PAIA MANUAL

EQUINE INSIGHT COUNSELLING – TARA DU PLESSIS

HPCSA REGISTERED COUNSELLOR

**Prepared in terms of section 51 of the
Promotion of Access to Information Act
2 of 2000 (as amended)**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“THE PRACTICE”	Tara du Plessis
1.2	“DIO”	Deputy Information Officer;
1.3	“IO”	Information Officer;
1.4	“Minister”	Minister of Justice and Correctional Services;
1.5	“PAIA”	Promotion of Access to Information Act No. 2 of 2000(as Amended;
1.6	“POPIA”	Protection of Personal Information Act No.4 of 2013;
1.7	“Regulator”	Information Regulator; and
1.8	“Republic”	Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF Equine Insight Counselling

3.1. Chief Information Officer

Name: Tara du Plessis
Email: taracounsels@gmail.com

3.3 Access to information general contacts

Email: taracounsels@gmail.com

3.4 National or Head Office

Postal Address: 6 Oak Lane Newlands CT 7700
Physical Address: 6 Oak Lane Newlands CT 7700
Email: taracounsels@gmail.com
Website: www.equineinsightcounselling.com

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily

comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

- 4.3.1. the objects of PAIA and POPIA;
- 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 4.3.6.1. an internal appeal;
- 4.3.6.2. a complaint to the Regulator; and

- 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding- (a) any matter which is required or permitted by this Act to be prescribed;
(b) any matter relating to the fees contemplated in sections 22 and 54;
(c) any notice required by this Act;
(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5. The Guide can also be obtained-

- 4.5.1. upon request to the Information Officer;
- 4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection on appointment during normal office hours-

4.6.1 (English & Afrikaans)

5. CATEGORIES OF RECORDS OF EQUINE INSIGHT COUNSELLING WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

- Marketing material;
- Pamphlets;
- Price lists;
- Terms and conditions forms;
- Policies and forms related to healthcare and healthcare information; and
- Documents provided on the Practice's website

6. CATEGORIES OF RECORDS OF EQUINE INSIGHT COUNSELLING THAT ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

The Practice holds information that may be made available in accordance with the following legislation, subject to conditions set out therein. It must be noted that laws and regulations are often amended from time to time, and that this list should not be considered exhaustive –

- Protection of Personal Information Act 4 of 2014
- Promotion of Access to Information Act 2 of 2000
- Health Professions Act 56 of 1974
- National Health Act 61 of 2003
- Medical Schemes Act 121 of 1998
- Children's Act 38 of 2005
- Mental Healthcare Act 17 of 2002
- Choice on Termination of Pregnancy Act 92 of 1996
- Electronic Communications and Transactions Act 25 of 2002
- Telecommunications Act 103 of 1996
- Electronic Communications Act 36 of 2005

- Consumer Protection Act 68 of 2008
- National Credit Act 34 of 2005
- Income Tax Act 58 of 1962
- Constitution of the Republic of South Africa, 1996

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY EQUINE INSIGHT COUNSELLING

The Practice holds various types of information, which have been consolidated into the categories listed below. However, the listing of any information on record contained in this list does not imply that such information or record will be disclosed to a Requester. All requests will be dealt with as laid out in this manual.

Internal Business & Operational Records: This category comprises records relating to the ownership, management, and daily administration of the practice. It includes corporate governance documents, practice policies, annual reports, meeting minutes, and financial, tax, accounting, or banking records (such as invoices and asset registers). It also encompasses commercial contracts, lease/rental agreements, insurance policies, intellectual property, professional operating licenses, marketing materials, internal correspondence, and standard operational procedures.

Personnel & Human Resources Records: These records encompass all documentation required for the management of permanent, temporary, part-time, or fixed-term employees, as well as locums, associates, independent contractors, and management. This includes personal files (CVs, qualifications, and contact details), employment contracts, contractor agreements, and conditions of employment. Additionally, it contains workplace policies, performance appraisals, staff meeting minutes, disciplinary and termination records, third-party reference checks, and all employment-related correspondence.

Client / Patient Records: These are confidential records necessary for the therapeutic, clinical, and administrative management of individuals engaging with the practice. This includes client lists, demographic data, intake forms, written consent documentation, session notes, therapeutic evaluations, needs assessments, and medical or psychological reports. It also contains billing records, statement histories, financial agreements, and medical scheme correspondences. *Due to their highly sensitive nature, these files are strictly protected in accordance with legal and ethical confidentiality standards and are only disclosed with explicit consent or as compelled by law.*

Supplier & Service Provider Records: This category includes operational and financial information maintained when engaging with third-party vendors, suppliers, and service providers. These records consist of company registrations, commercial contracts, service level agreements (SLAs), confidentiality agreements, non-disclosure agreements (NDAs), invoices, delivery notes, transaction logs, and professional correspondence.

Technical & Regulatory Records: These records pertain to information technology, digital systems, and compliance with statutory and professional bodies. This includes system logs, electronic backups, cached digital information, operational and technical manuals, as well as registrations, directives, approvals, and compliance requirements from professional councils (such as the HPCSA) and trade associations.

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Practice Administration & Billing: To conduct and manage the practice in accordance with applicable laws, including general administration and the billing, claiming, and collection of payments for services rendered from clients, medical schemes, or responsible parties.

Client Care & Referrals: To facilitate the ongoing care, support, and professional intervention of clients, including coordinating referrals to other practitioners and providing necessary reports to referring professionals.

Professional Communication: To maintain secure, clear, and efficient communication with clients, representatives, and relevant third parties.

Record Keeping: To compile, maintain, and securely store accurate administrative practice records and professional client records.

Human Resources: To manage employment, contracting, and related operational matters for staff, employees, or associated practitioners.

Statutory & Regulatory Compliance: To fulfil reporting obligations to authorized regulatory bodies, medical schemes, or other entities as required by law or explicitly authorized by the data subject.

Research Initiatives: To facilitate participation in authorized clinical trials or research studies, where applicable and legally consented to.

Evidentiary Purposes: To establish, maintain, or utilize secure records as proof in professional, legal, or administrative matters.

Enforcement of Rights: To protect, enforce, and defend the legal rights, interests, and assets of the practice.

General Lawful Operations: For any other lawful purpose directly aligned with the professional activities and services of a private practice.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto and the recipients or categories of recipients to whom the personal information may be supplied

Data subjects	Categories of Records	Categories of Personal Information	Potential Recipients of Personal Information
Contractors, vendors, and suppliers (e.g., administration assistant/ manager,	Agreements with contractors, vendors, and suppliers; nondisclosure agreements, debt	Names and surnames, organisation names and details, relevant staff/ office bearer details, contact	Admin manager, banks, auditors, legal advisers, funders, purchaser of practice

hardware, and software vendors, switching insurers, auditors, legal companies, legal counsel, consultants, debt collectors, patient referrals)	collection agreements, legal opinions and advice, correspondence	details (e.g., addresses, phone numbers, email addresses, website addresses, opinions, correspondence, track records, price, structures, financial arrangements	
Patients/ clients	Patient records, including medical records, financial arrangements, invoices, payment records, and correspondence	Names and surnames, contact details (addresses, email addresses, phone numbers), identity numbers, date of birth, race, gender, nationality, employers and their contact details, medical scheme related information, names surnames and contact details of next of kin, medical history (including details about injuries sustained), billing and payment related information, procedures performed, diagnosis and procedure codes, special investigation images and reports, referral notes, complaints and compliments, correspondence, patient forms (consent, etc.)	Admin manager, debt collectors, treating practitioners, credit bureaus, bodies performing peer review, relevant statutory and public bodies, hospitals, next of kin, executors of estates, purchaser of practice.
Practitioners referring patients/ clients to the practice	Referral notes, correspondence	Names, surnames, contact details (address, email address, phone numbers), practice code numbers of practitioners, correspondence	Admin manager, Hospitals, bodies performing peer review, purchaser of practice
Public Bodies (e.g., Department of Health, RAF,	Complaints submitted to relevant statutory	Names, Surnames, contact details (addresses, phone	Patients, purchaser of practice

Compensation Commissioner, UIF) and Statutory Councils (e.g., HPCSA, CMS)	councils, correspondence, newsletters and circulars issued by these bodies and councils	numbers, email addresses), office bearers, fee structures, correspondence	
Insurers	Insurance policies, payment of premiums, claims' records and related documents	Names, surnames, contact details (addresses, phone numbers, email addresses), premiums, correspondence	Auditor, legal advisers, relevant public bodies, purchaser of practice
Medical Schemes	Claims, Remittance advices, contracts, correspondence, rules, policy provisions	Relevant staff/ office bearer details, contact details (addresses, phone numbers, email addresses), correspondence	Patients, debt collectors, purchaser of practice

8.4 Planned transborder flows of personal information

This practice has no planned transborder flows of personal information.

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

All personal information collected and processed is stored securely in accordance with Applicable Laws. The Practice has implemented appropriate technical (AntiVirus) and organisational (Locked storage) measures that are aimed at the prevention of loss of, or damage to, or unauthorised destruction of personal information, as well as unlawful access to the information. Client records are kept for a period of 6 years from the date of the last Session or as regulated by the HPCSA Rules and Guidelines and will be safely disposed of or destroyed thereafter.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on (www.equineinsightcounselling.com);

9.1.2 on appointment at the head office of **Equine Insight Counselling** for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The head of **Equine Insight Counselling** will on a regular basis update this manual.

Issued by

Tara du Plessis



(Tara du Plessis)

(Information Officer)