

Chase Valley Veterinary Clinic Inc

PAIA MANUAL

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

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- **LIST OF ACRONYMS AND ABBREVIATIONS**

- **“MD”** Managing Director
- **“DIO”** Deputy Information Officer;
- **“IO“** Information Officer;
- **“Minister”** Minister of Justice and Correctional Services;
- **“PAIA”** Promotion of Access to Information Act No. 2 of 2000(as Amended;
- **“POPIA”** Protection of Personal Information Act No.4 of 2013;
- **“Regulator”** Information Regulator; and
- **“Republic”** Republic of South Africa

- **PURPOSE OF PAIA MANUAL**

This PAIA Manual is useful for the public to-

- check the categories of records held by a body which are available without a person having to submit a formal PAIA request;

- 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;
- know the description of the records of the body which are available in accordance with any other legislation;
- 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;
- know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 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;
- know the description of the categories of data subjects and of the information or categories of information relating thereto;
- know the recipients or categories of recipients to whom the personal information may be supplied;
- 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
- know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

- **KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE CHASE VALLEY VETERINARY CLINIC**

- Chief Information Officer

Name: Dr Estèe van Aardt
Tel: +27 33 342 2982
Email: informationofficer@chasevalley.vet

- Deputy Information Officer

Name: Skhona Saliwa-Maqalekane,
Tel: +27 33 342 2982

- Access to information general contacts

Email: informationofficer@chasevalley.vet

- Clinic details

Postal Address: 23 Connor Road, Pietermaritzburg, 3201
Physical Address: 23 Connor Road, Pietermaritzburg, 3201
Telephone: +27 33 342 2982
Email: informationofficer@chasevalley.vet
Website: www.chasevalley.vet

- **GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE**

- The Regulator has, in terms of section 10(1) of PAIA, 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.

- The Guide is available in each of the official languages and in braille.
- The aforesaid Guide contains the description of-
 - the objects of PAIA and POPIA;
 - the postal and street address, phone number and, if available, electronic mail address of-
 - the Information Officer of every public body, and
 - every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - the manner and form of a request for-
 - access to a record of a public body contemplated in section 11; and
 - access to a record of a private body contemplated in section 50;
 - the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - the assistance available from the Regulator in terms of PAIA and POPIA;
 - 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-
 - an internal appeal;
 - a complaint to the Regulator; and
 - 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;
 - the provisions of sections 14 and 51 requiring a public body and private

body, respectively, to compile a manual, and how to obtain access to a manual;

- the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - the regulations made in terms of section 92.
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- 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.
 - The Guide can also be obtained-
 - upon request to the Information Officer;
 - from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).
 - A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-
 - Afrikaans
 - isiZulu
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- **CATEGORIES OF RECORDS OF THE CHASE VALLEY VETERINARY CLINIC WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

Publications and Public Policies published on our website: www.chasevalley.vet

- **DESCRIPTION OF THE RECORDS OF CHASE VALLEY VETERINARY CLINIC WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000

• **DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE CHASE VALLEY VETERINARY CLINIC**

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports and Strategic Plan
Human Resources	<ul style="list-style-type: none"> • HR policies and procedures • Advertised posts • Employees records • Conditions of employment and employee - related contractual records • Disciplinary Code and records • Health and Safety records • Leave records • Remuneration records
Commercial records	<ul style="list-style-type: none"> • Sale records • Buyer records • Lease agreements

Financial and Tax related	<ul style="list-style-type: none"> • Accounting records • Employee tax records • VAT records • Financial records, including annual financial statements and tax returns
IT records	<ul style="list-style-type: none"> • Software licences
Customer/clients	<ul style="list-style-type: none"> • Client records • Pet and treatment records

- **PROCESSING OF PERSONAL INFORMATION**

- **Purpose of Processing Personal Information**

POPIA provides that personal information may only be processed lawfully and in a reasonable manner that does not infringe a data subject's privacy.

Chase Valley Veterinary Clinic's business is to provide preventative and healthcare services to domestic animals. This includes dentistry and surgery. In addition, we provide and sell pet supplies, *inter alia* pet food, toys, and accessories.

To achieve these objectives, we will process the Personal Information of individuals and legal entities.

- **Description of the categories of Data Subjects and of the information or categories of information relating thereto**

Categories of Data Subjects	Personal Information that may be processed
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Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	address, qualifications, gender and race
Job seekers information	address, qualifications, gender and race

- **The recipients or categories of recipients to whom the personal information may be supplied**

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Credit and payment history, for credit information	Credit Bureaus, Debt collecting agents
Names, sales, and payment history for VAT purposes and employment data for EMP501 submissions.	South African Revenue Services
Patient and client records	Pet insurance companies

- **Planned transborder flows of personal information**

No transborder flows of personal information is planned. Some personal information is stored in the cloud, being Microsoft and we will ensure that appropriate measures are taken when information is shared.

- **General description of Information Security Measures to be implemented**

by the responsible party to ensure the confidentiality, integrity and availability of the information

Chase Valley Veterinary Clinic, via its Information Officer and Deputy Information Officers, will continuously review its security controls and processes to ensure that all Personal Information is secure.

A number of protocols are in place to secure printed records including access control, secure store rooms, lockable cabinets and destruction protocols.

The following cyber security measures are implemented:

- Access to information is limited to authenticated authorised users while information systems limit access based on user roles and types of transactions.
- Computer and network security is maintained across all systems including maintaining security configuration settings on all hardware, software, and firmware.
- Cyber Security incidents are investigated, and the response capability includes detection, analysis, containment, and recovery.
- Access and usage of information is monitored using audit logs so that users can be held accountable.
- Physical protection of all infrastructure is in place with access control limited to authorised individuals and protocols in place for visitors.
- Secure communications will enable the monitoring, control and protection of information being transmitted.

- **AVAILABILITY OF THE MANUAL**

- A copy of the Manual is available-
 - on www.chasevalley.vet;

- the office of the Chase Valley Veterinary Clinic for public inspection during normal business hours;
 - to any person upon request and upon the payment of a reasonable prescribed fee; and
 - to the Information Regulator upon request.
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- 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.
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- **UPDATING OF THE MANUAL**

The head of a Chase Valley Veterinary Clinic will on a regular basis update this manual.

Issued by

Dr Estèe van Aardt
Managing Director