

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

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1. ABOUT THIS MANUAL

If you need access to information, this manual will provide you with the necessary contact details and procedures to ask us for that information. It provides a clear overview of the structure, functions, services, and index of information we hold to help identify where the required information could be. It also provides the forms you need to complete and sets out the fees you may need to pay before assisting you.

2. OUR DETAILS

Name: MEDICAL SOLUTIONS AND CONSULTING PTY LTD t/a MEDSOL

Address: 33 7TH AVENUE
NEWTON PARK
GQEBERHA

E-mail: info@medsol.co.za

Contact: 041 395 7000

3. INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER(S)

Our information officer and deputy information officer(s) will tend to your PAIA request.

3.1. Information officer

The Managing Director is our Information Officer however he has appointed the following person.

Name and surname	BERNHARD LÜTTICH
Postal Address	PO BOX 28351, SUNRIDGE PARK, GQEBERHA, 6008

Physical Address	33 7TH AVENUE, NEWTON PARK, GQBERHA
Phone	041 395 7000
E-mail	popia@medsol.co.za

3.2. Deputy Information Officer(s)

The Information Officer designated the following two of the Deputy Information Officer(s) for the purposes of PAIA:

Name and surname	MARI-LEE BLUMENTHAL
Position	HEAD LEGAL COLLECTIONS
Postal Address	PO BOX 28351, SUNRIDGE PARK, GQEBERHA, 6008
Physical Address	33 7TH AVENUE, NEWTON PARK, GQBERHA
Phone	041 395 7833
E-mail	popia@medsol.co.za

Name and surname	ELISNA VAN NIEKERK
Position	REGIONAL MANAGER
Postal Address	PO BOX 28351, SUNRIDGE PARK, GQEBERHA, 6008
Physical Address	33 7TH AVENUE, NEWTON PARK, GQBERHA
Phone	041 395 7173
E-mail	popia@medsol.co.za

Name and surname	MARGARET MILLBORROW
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Position	REGIONAL MANAGER
Postal Address	PO BOX 28351, SUNRIDGE PARK, GQEBERHA, 6008
Physical Address	33 7TH AVENUE, NEWTON PARK, GQBERHA
Phone	041 395 7642
E-mail	popia@medsol.co.za

4. THE INFORMATION AND CATEGORIES OF RECORDS WE HOLD

Here is a description of different subjects about which we have information and the categories of records we hold for each subject:

Subject	Category of records	Availability
Companies Act Records	<ul style="list-style-type: none"> ● Documents of incorporation; ● Memorandum and Articles of Association; ● Minutes of Board of Directors meetings; ● Records relating to the appointment of Directors/ Auditor/ Public officer; ● Share Register and other statutory registers 	<p>All documents of incorporation are lodged at the offices of the Registrar of Companies, and may be inspected there. The documents include the memorandum and articles of association as well as the relevant forms.</p> <p>The other documents may be limitedly disclosed and requires a PAIA request.</p>
Client records	<ul style="list-style-type: none"> ● Name, Registration number or ID number, ● BHF practice number, ● VAT number, ● Address, ● Contact details, 	<p>May not be disclosed in terms of Protection of Personal Information Act.</p>

	<ul style="list-style-type: none"> ● Bank account details. 	
Legal and contracts	<ul style="list-style-type: none"> ● Complaints, pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, arbitration or investigation; ● Settlement agreements ● Licence agreements; ● Confidentiality agreements; ● Consulting agreements; ● Client agreements; ● Supplier agreements; Purchase or lease agreements; ● Rental agreements; ● Various other agreements. 	Requires a PAIA request
Human resources	<ul style="list-style-type: none"> ● Employees' names and occupations; ● Time worked by each employee; ● Remuneration paid to each employee; ● Salaries and wages register; ● Disciplinary code, proceedings, and records; 	Limited disclosure permitted or may require with a PAIA request

	<ul style="list-style-type: none">● Arbitration awards and CCMA cases;● Employment Equity Plans,● Skills Development Plans and training records;● SETA records;● Staff records;● Expense claims;● IRP5's and Tax information pertaining to the employment of employees;● Employee contracts;● Performance management records;● Incentive schemes;● Conditions of Employment and Policies;● Group personal accident;● Group life;● Provident fund record;● Medical Aid records;● Training manuals;● Training records;● Leave records.	
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<p>Health and Safety</p>	<ul style="list-style-type: none"> ● Evacuation plan; ● Incident records and all information related to Health and Safety and information as per statutory requirements. 	<p>Requires a PAIA request</p>
<p>Finances</p>	<ul style="list-style-type: none"> ● Annual Financial Statements including: ● Annual accounts, Directors' reports and Auditors' report; ● Books of Account including journals and ledgers; ● Supporting schedules to books of account and ancillary books of account; ● Accounting records; ● Banking records including: Bank statements, Paid Cheques and Electronic banking records; ● Delivery notes; ● Orders; ● Invoices; ● Credit notes; ● Statements; ● Receipts and Vouchers; ● Register of Loans; 	<p>Requires a PAIA request</p>

	<ul style="list-style-type: none"> ● Fixed Asset register; ● Rental agreements. 	
Tax Records	<ul style="list-style-type: none"> ● Copies of all Income Tax returns, VAT returns, PAYE returns, Dividend Tax returns and other tax returns and documents relating to these taxes; ● Documents issued to employees for Income Tax purposes; ● Records of payment made to SARS on behalf of employees; ● All other statutory compliances (VAT, SDL, UIF, Workmen’s Compensation). 	Requires a PAIA request

5. PROTECTION OF PERSONAL INFORMATION

Our company uses personal information to deliver our services and make sure our operations run smoothly. You can find more information about how we use personal information in our privacy notices available on our [website](#).

Personal information is any information about an identifiable living individual or an identifiable, existing juristic person.

6. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Some records will be made available under other legislation:

Name of legislation
Companies Act No. 71 of 2008
Basic Conditions of Employment No. 75 of 1997
Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
Employment Equity Act No. 55 of 1998
Labour Relations Act No. 66 of 1995
Occupational Health & Safety Act No. 85 of 1993

7. HOW TO REQUEST ACCESS TO RECORDS

You can request access to records by completing Form 2. If your request does not comply with the formalities in this manual, we will let you know which steps you should take to comply. If you are making a request on behalf of someone else, you must submit reasonable proof of authority.

You must provide us with proof of identity before we can process any request.

8. OUTCOME OF YOUR REQUEST AND FEES PAYABLE

We will decide within 30 days of receiving your request whether to grant or decline the request. We will notify you of our decision and explain why we accepted or refused your request.

If your request is successful, we will let you know what the related fees are and how you can pay them. We may require that you pay a deposit before we process your request. The fee structure is available on the SAHRC website at www.sahrc.org.za. Once the Information Regulator takes over from the SAHRC, you must obtain same from the Information Regulator's [website](#).

If you request large quantities of information or if we cannot reasonably obtain the information you request within the original 30 days, we might have to extend the period by another 30 days. We will notify you in writing if we require an extension.

If you do not hear from us within the period stipulated above, it means that we refused your request in terms of section 58 of PAIA.

9. REASONS WHY WE MAY REFUSE YOUR REQUEST

The SAHRC's guide to understanding PAIA sets out all the reasons why an entity may or must refuse a PAIA request.

10. IF WE CANNOT FIND A RECORD

If there are records that we cannot find despite a reasonable and diligent search, we will notify you with an affidavit explaining the measures we have taken to locate the record. If, after we have issued such an affidavit, we find the records, we will grant you access to the records unless we have a reason to refuse your request.

11. IF YOU NEED ASSISTANCE OR MORE INFORMATION

If you require further assistance, The South African Human Rights Commission (SAHRC) or the Information Regulator (once the Information Regulator takes over from the SAHRC after 1 July 2021) has published a guide that introduces PAIA, describes where to find information and how to request access to information. It explains when access to information may be refused and offers key references and resources. The guide is available in each official language and is intended to assist you in exercising your rights to access information.

You can find this guide at the head office of the **SAHRC**:

27 Stiemens Street

Braamfontein

Johannesburg

2001

Alternatively, you can find it at all the provincial offices and on the SAHRC website at: www.sahrc.org.za

Or at the Information Regulator, once the Information Regulator has taken over, at: <https://www.justice.gov.za/infoereg/>

A copy of the guide is also available in an official language on our [website](#), or you can inspect a copy of the guide in at our offices during regular business hours.