

Manual prepared in accordance with Section 51 of the promotion of access to
Information ACT NO 2 OF 2000 ("ACT")

1. Primary Business: Optometry Services

2. Guide in Terms of Section 10 of the Act.

2.1 The section 10 Guide on how to use the Promotion of Access to Information Act No 2 of 2000 ("the Act") is available from the South African Human Rights Commission and is available on their website at <https://www.sahrc.org.za/home/21/files/Section%2010%20guide%202014.pdf>.

2.2 Enquiries can be directed to:

The South African Human Rights Commission: PAIA Unit, Private Bag 2700, Houghton, 2041

Tel: +27-11-877-3600

Website: <https://www.sahrc.org.za/>

Fax: +27-11-403-0668

Email: PAIA@sahrc.org.za

3 Records available in terms of Legislation other than the Act.

Documents are held in accordance with statutory provisions that include those in the following Acts. This list is not exhaustive.

- Basic Conditions of Employment Act 75 of 1997.
- Companies Act 71 of 2008.
- Compensation for Occupational Injuries and Diseases Act 130 of 1993.
- Employment Equity Act 55 of 1998.
- Income Tax Act 58 of 1962.
- Insolvency Act 24 of 1936.
- Occupational Health and Safety Act 85 of 1993.
- Sectional Titles Act 95 of 1986.
- Sectional Titles Schemes Management Act 8 of 2011.
- Skills Development Act 97 of 1998.
- Unemployment Insurance Act 30 of 1966; and
- Value-Added Tax Act 89 of 1991.

4 Categories of Records held by the Walmer Optometrist

4.1 The Walmer Optometrist web page which is accessible to anyone who has access to the Internet, contains information relating to the business operations of the Practice.

4.2 The web page can be found at: www.walmeroptom.co.za

4.3 Other records held by the Walmer Optometrist include –

- Statutory Company Information
- Financial Records
- Employee Records
- Records relating to patients
- Insurance Contracts
- Records of Outstanding Debtors
- Records of Outstanding Creditors

4.4 Any Records and information required for the exercise or protection of any rights will be made available subject to the Provisions of the Act. Access to records may be refused on grounds specified in the Act.

5 Processing of Personal Information:

5.1 The Walmer Optometrist is a responsible party in accordance with the Protection of Personal Information Act 4 of 2013 and accordingly processes the following personal information.

Data Subjects	Information categories	Purpose of processing	Recipients of supply of personal information
Employees	Financial Tax Contact HR Identity numbers Physical Address	Human resources	Accountants / Auditors Payroll Recruitment Attorneys
Patients	Personal Medical aid details Contact Medical history	Provision of services	Accountants / Auditors Employees Director Optometrist
Service providers	Contact Business Tax Financial	Provision of services	Accountants / Auditors Employees Director Banks
Directors	Tax Identity numbers Contact Financial	Compliance	Accountants / Auditors Employees Banks Attorneys CIPC

5.2 There are no planned trans-border flows of information at this stage.

5.3 General information security measures relating to the personal information includes (but is not limited to)-

- 5.3.1 server is backed up weekly, and backups are kept for 30 days.
- 5.3.2 are stored in a secure access-controlled "cloud"
- 5.3.3 external access to the server is locked down.
- 5.3.4 business continuity plans, and disaster recovery testing plans are in place.
- 5.3.5 antivirus software is updated regularly.
- 5.3.6 remote monitoring of access activity; and
- 5.3.7 Employees are under an obligation to keep information confidential

6. Form of Request:

6.1 The requester must use the prescribed form to make the request for access to a record. Request forms can be obtained on the South African Human Rights Commission (SAHRC) web site <https://www.sahrc.org.za/>.

6.2 The request must be made to the following person:

Name:	Mrs Aurret Jacobs
Tel:	041 5811024
Email:	aurretj@icloud.com

7. Prescribed Fees:

7.1 A Requester who seeks access to a record containing personal information about the requester is not Required to pay the request fee.

7.2 Every other requester must pay the required request fee as prescribed. The fee structure can be obtained on the South African Human Rights Commission (SAHRC) web site <https://www.sahrc.org.za/>

8. Availability of the Manual:

8.1 This manual and the manual of each individual entity forming part of the Walmer Optometrist ("Manuals") is available for inspection during normal business hours, at the office of Walmer Optometrist.

8.2 Copies of the Manuals may also be obtained, from the offices of the Walmer Optometrist.

Email:	walmeroptom@mweb.co.za
<i>Office:</i>	
Postal Address:	Post Net Suite 414 Private Bag 40106 Walmer, Gqeberha 6065
Physical Address:	Shop G33, 6th Avenue Shopping Centre Walmer, Gqeberha 6070