

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

TABLE OF CONTENTS

1. ABOUT THIS MANUAL.....	2
2. OUR DETAILS.....	2
3. INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER(S).....	2
3.1. Information officer.....	2
3.2. Deputy Information Officer(s).....	3
4. THE INFORMATION AND CATEGORIES OF RECORDS WE HOLD.....	3
5. PROTECTION OF PERSONAL INFORMATION.....	6
6. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION.....	6
7. HOW TO REQUEST ACCESS TO RECORDS.....	7
8. OUTCOME OF YOUR REQUEST AND FEES PAYABLE.....	8
9. REASONS WHY WE MAY REFUSE YOUR REQUEST.....	8
10. IF WE CANNOT FIND A RECORD.....	8
11. IF YOU NEED ASSISTANCE OR MORE INFORMATION.....	9

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: RELAY HEALTH SOLUTIONS T/A NINE -9 SOLUTIONS

Address: 33 7TH AVENUE
NEWTON PARK
GQEBERHA

E-mail: popia@relayems.co.za

Contact: 0729039822

3. INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER(S)

Our information officer information officer will tend to your PAIA request.

3.1. Information officer

The Director has appointed the following as our Information Officer.

Name and surname	ANNE-MARIE ABOURIZK
Position	EOC and Claims Manager
Postal Address	PO BOX 28351, SUNRIDGE PARK, GQEBERHA, 6008
Physical Address	33 7TH AVENUE, NEWTON PARK, GQBERHA
Phone	041 395 7005

E-mail	popia@relayems.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	• 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	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. The other documents may be limitedly disclosed and requires a PAIA request.
Client records	• Name, Registration number or ID number, • Address, • Contact details,	May not be disclosed in terms of Protection of Personal Information Act.

	• Compensation Fund registration details and related employee details • Medical condition and treatment provided	
Legal and contracts	• 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	• Employees' names and occupations; • Time worked by each employee;	Limited disclosure permitted or may require with a PAIA request

	• Remuneration paid to each employee; • Salaries and wages register; • Disciplinary code, proceedings, and records; • 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.	
Health and Safety	• Evacuation plan; • Incident records and all information related to Health and Safety and information as per statutory requirements.	Requires a PAIA request
Finances	• 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;	Requires a PAIA request

	• Credit notes; • Statements; • Receipts and Vouchers; • Register of Loans; • Fixed Asset register; • Rental agreements.	
Tax Records	• 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. INFORMATION SECURITY MEASURES

The Company intends to implement security measures and safeguards to ensure the confidentiality and integrity of the personal information under its care. This includes, but is not limited to, measures such as Data Encryption, Anti-Virus and Anti-malware solutions.

7. THE RECIPIENTS TO WHOM PERSONAL INFORMATION MAY BE SUPPLIED

Identity number, names, and contact details, for administrative processing and verification	Internal employees and authorised representatives of the company
Banking details, for payment processing	Approved financial institutions and payment processors
Qualifications, for qualification verifications	South african qualifications authority or other recognised verification bodies
Employment history, for reference checks	Previous employers or referees provided by the data subject
Credit and payment history, for credit vetting	Registered credit bureaus
Information required by law, for statutory compliance	Regulatory authorities, government departments, and statutory bodies
Information necessary for legal proceedings	Attorneys, advocates, courts, and dispute resolution forums

8. 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

9. 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.

10. 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 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.

11. 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.

12. 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.

13. UPDATING OF THE MANUAL

CompSol will on a regular basis update this manual.

14. IF YOU NEED ASSISTANCE OR MORE INFORMATION

If you require further assistance, the Information Regulator has published a guide that introduces PAIA, describes where to find information and how to request access to information on its website at: <https://inforegulator.org.za/paia/>. It explains when access to information may be refused and offers key references and resources. information.

PAIA MANUAL – NINE-9 SOLUTIONS

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.