

POPI/PAIA Manual Version 1.1

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This manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (PAIA; “the Act”) and to address requirements of the Protection of Personal Information Act, 2013 (POPI). The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and/or held by a private person or entity where such information is required to protect rights.

This manual will be reviewed, updated, and/or amended from time to time, as and when required, and this will be documented below.

Last Reviewed: 17.01.2025



1. Overview

This manual applies to the private clinical psychology practice of Alexa Scher.

I run a practice in the field of clinical psychology and I undertake general clinical psychology work. I work in the health sector and I'm a healthcare professional registered under the Health Professions Act, 1974. I'm registered with and subject to the rules and regulations of the Health Professions Council of South Africa (HPCSA).

This manual serves to inform members of the public of the categories of information that I hold in my capacity as a clinical psychologist and which may, subject to the grounds of refusal listed in the Act, be disclosed after evaluation of an access application being made in terms of the Act.

2. Information Officer

The Information Officer of this psychology practice is me, Alexa Scher, owner and practitioner.

Contact number: 083 353 3456

Email: psychologist@alexascher.co.za

3. Availability of the Manual

You can request a copy of this manual from me or access it on the practice website (www.alexascher.co.za).

Alternatively, please contact the following:

The South African Information Regulator	South African Human Rights Commission
Website: http://www.sahrc.org.za Email: info@sahr.org.za Phone: 011 877 3600 Fax: 011 403 0668 Postal address: Private Bag X2700, Houghton, 2041 Street address: 27 Stiemans Street, Braamfontein, Johannesburg	Website: https://www.justice.gov.za/inforeg/ Email: inforeg@justice.gov.za Postal address: PO Box 31533, Braamfontein, Johannesburg, 2017 Street address: JD House, 27 Stiemans Street, Braamfontein, Johannesburg, 2001

4. Voluntary Disclosure

The following information is made known automatically and persons do not have to fill out a form to request such information: Documents and information on website, fees, general practice terms and



policies, and informed consent forms.

5. Categories of Records Held by the Practitioner: Section 51(I)(E)

In my capacity as a practitioner, I hold records in the categories listed below. The fact that a record type is listed here does not necessarily mean I will disclose such records. All access is subject to the evaluation process outlined herein, which will be exercised in accordance with the requirements of the Act.

Financial records	Client records
<ul style="list-style-type: none">• Annual financial statements• Tax returns• Accounting records• Banking records• Bank statements• Electronic banking records• Asset register• Rental agreements• Invoices• Tax records	<ul style="list-style-type: none">• Contact details and residential address• Client lists• Health records• Medical reports• Funding records• Agreements• Consents• Needs assessments• Financial and accounts information• Medical aid numbers• Research information• Evaluation records• Profiling

It must be noted that, in the health sector, personal and client information are protected by legislation and ethical rules, and disclosure can only take place, if at all, within those frameworks.

6. Purpose of the Processing of the Abovementioned Records

The purpose of processing the information contained in the records listed above is:

- In relation to the business/internal records: To comply with business and tax legislation.
- In relation to the suppliers and service providers: For record retention as legislated and for the execution of the supplier and service level agreements.
- In relation to clients: For retention of records as required by law and to provide healthcare services, to access health products (prescriptions and product orders), and for the collection of fees for the services so provided. Where the practice participates in registries or other databases, the specific consents signed by clients to have their information included will disclose the purpose of such databases.

Below, the purposes for which personal information is collected from clients is described in more detail.



Information Collected	Purpose
Name, telephone number, & email address	To engage in treatment and communicate with you about appointments and billing matters.
Person responsible for fees	To communicate billing information to the correct individual(s).
Emergency contact details (which may include your doctor's details in the case of online therapy or if your medical treatment/care affects psychological intervention) & your residential address	To locate you and/or contact people close to you to assist in keeping you safe if you were ever at risk of harming yourself and/or others.
Date of birth & current age	To identify your legal status as an adult or minor. This informs my record retention timelines, treatment in terms of legal and ethical obligations, and (in some instances) my psychological understanding of you.
Identity or passport number	To password-protect invoices and receipts and/or any other special personal information (e.g., referral letters) to protect your confidentiality over electronic transmission.
Medical aid membership number (where applicable)	Included on invoices and receipts to facilitate the submission claims to medical aid schemes
(On the caregiver consent form) Reason consent has only been provided by one parent	To comply with laws and ethical guidelines regarding consent to the treatment of a minor.
Gender, race, ethnicity, sexual orientation, sex life, political opinions, religious/spiritual beliefs, trade union membership, relationship status, biometric data, and current and past physical and mental health (including previous medical and psychological interventions such as therapies and medication).	To inform my understanding and the current and historical life context of you/your dependent. To inform my work with and treatment of you/your dependent.
Where you heard about me or how you got in contact with me	To understand where my referrals are coming from and to inform any marketing strategies used for the development of my practice.
Postal or Residential address	To send you invoices, statements, forms or information that can assist you with treatment for yourself or your dependent. Postal address will only be used if email or other electronic forms of communication with you are inaccessible, or a physical document is necessary for some reason.

7. Records Available in Terms of Other Legislation

Information is available in terms of the following legislation, subject to conditions set by such laws. As legislation changes from time to time, and new laws may stipulate new matters and extend the scope of access by persons specified in such entities, this list should be read as not being a final and complete list.



Health legislation (including all regulations issued in terms of such legislation):

- The National Health Act 61 of 2003
- Medical Schemes Act 121 of 1998
- Medicines and Related Substances Act 101 of 1965
- Children's Act 38 of 2005
- Mental Healthcare Act 17 of 2002
- Choice on Termination of Pregnancy Act 92 of 1996
- Sterilisation Act 44 of 1998
- Health Professions Act 56 of 1974

8. Categories of Recipients of Personal Information

I may, as authorised by the National Health Act, share relevant personal and health information with other service providers who are involved in your care and where such sharing is in your best interest, and to medical schemes, where applicable. I also have to, by law, report adverse events of products (medicines/devices) to the SA Health Products Regulatory Authority and the company whose product it is.

9. How to Request Access to Records

Requests for access to personal information records must be made on Form C and submitted to me in my capacity as Information Officer. Form C can be accessed from me, the practice website, or from:

https://www.justice.gov.za/forms/paia/J752_paia_Form%20C.pdf

When a record is requested, the following will apply:

- The Request Form must be completed by the Requester. On the Request Form, all details must be completed, including the right the Requester wants to protect by requesting the information and why access to the information is required.
- If the requester is acting on behalf of someone else, the signature of the other person, as the one who has authorised the request, must be provided. In order to verify this, I may require further proof, such as an identity document, or I may call the person(s) to whom the information belongs, to verify that permission has been given for the other person to access the information on his/her/their behalf.
- The Requester must state in which format (inspection of copy, paper copy, electronic copy, transcript, and so on) that he/she/they wants to access the information.
- If the record is part of another record, the Requester will only be able to access the part(s) that pertains to the information he/she/they wants or is entitled to, and not to the rest of the record.
- Fees may be payable as prescribed by law (see section below).



All requests will be evaluated against the provisions of the Act. The Information Officer can refuse access on grounds stipulated in the Act. A response to a request for access to information must be provided within 30 days of the request and, if not granted and the Requester is not satisfied with the Information Officer's reasons for the refusal, the Requester can approach the courts within 30 days.

10. How to Object to the Processing of Your Personal Information

You can object to the processing of your/your child's personal information. The objection must be made in writing on Form 1 and submitted to me. To fill out the form, please note that I am the Responsible Party. If you need assistance to complete the form, I will help you to the best of my ability. Form 1 can be accessed from me, the practice website, or:

<https://justice.gov.za/inforeg/legal/InfoRegSA-RegulationsDraft-Aug2017.pdf>

11. How to Request the Correction, Updating, Deletion, and Destruction of Records

You can request the correction, updating, deletion, or destruction of your personal information or a record of your personal information. The request must be made in writing on Form 2 and submitted to me. To fill out the form, please note that I am the Responsible Party. If you require assistance to complete the form, I will help you to the best of my ability. Form 2 can be accessed from me, the practice website, or from: <https://justice.gov.za/inforeg/legal/InfoRegSA-RegulationsDraft-Aug2017.pdf>

12. Trans-Border Flow of Personal Information

I do not have any planned trans-border flow of personal information. However, electronic records are backed up on password protected cloud storage, which may be located outside of South Africa. The cloud storage provider's privacy safeguards are compliant with POPI.

13. The Suitability of the Information Security Measures

I employ up to date technology to ensure the confidentiality, integrity, and availability of the personal information under my care. Measures include:

- Firewalls, virus protection software and update protocols, logical and physical access control, and secure setup of hardware and software making up the IT infrastructure.
- Physical records are kept in a locked storage unit.
- A clear desk policy is followed with regard to client personal information and records.
- Electronic records are kept on a password protected computer. The software on the computer is regularly updated to protect against tampering and unauthorised access. A clear screen policy is followed with regard to client personal information and records.



- Noncurrent client records are stored in electronic and physical archives (secured as abovementioned in relation to physical and electronic records), and records are destroyed according to industry guidelines after the elapse of the retention period provided by the HPCSA.

14. Prescribed Fees

The following legally-mandated fees apply to requests for information. There may be instances in which you will be required to pay a fee before your request is processed or the records requested are made available to you.

The request fee that must be paid by a requestor who is not the person to whom the personal information belongs is R50.00.

Reproduction or access fees are as follows:

- For copies in physical form – a) every photocopy of a full/part thereof A4-size page = R1.10; b) every printed copy of a full/part thereof A4-size page held in electronic or machine-readable form = R0.75.
- For copies in computer-readable form – a) compact disc (CD) = R70.00; b) a transcription of visual images, for a full/part thereof A4-size page = R40.00; c) a copy of visual images = R60.00; d) a transcription of an audio record, for a full/part thereof A4-size page = R20.00; e) a copy of an audio record = R30.00.
- Search and preparation of record requested – R30.00 for each hour or part thereof, excluding the first hour, reasonably required for such search and preparation.
- Exempted from fees – a single person who earns less than R14,712.00 a year, or a person who is married or has a life partner and earns less than R27,192.00 per year
- If the search and preparation of the record requested requires more than six hours, a deposit of one third of the anticipated access fee shall be required.
- The requestor is responsible for the payment of postal fees where applicable.
- Records may be withheld until fees have been paid.

Signed by Alexa Scher (Clinical Psychologist), on this day, 17 January 2025.