

# **Promotion of Access to Information Act (PAIA) and Protection of Personal Information Act (POPIA) Manual**

**Align MB (Pty) Ltd T/A Align Medical Bureau**

**Company Registration Number: 2024/663441/07**

**Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 ("PAIA")**

**To address the requirements of the Protection of Personal Information Act, 2013 ("POPIA")**

## **1. Introduction**

Align Medical Bureau ("Align MB" or "the Company") is committed to compliance with PAIA and POPIA to promote transparency and the protection of personal information. This manual provides guidance on the process for accessing information and outlines how Align MB ensures the lawful processing of personal information.

## **2. Company Information**

**Name:** Align MB (Pty) Ltd

**Registration Number:** 2024/663441/07

**Business Address:** Elarduspark, Pretoria, 0181

**Email Address:** info@alignmedical.co.za

**Telephone Number:** +27 (0) 82 744 7968

## **3. The Promotion of Access to Information Act, 2000 (PAIA)**

PAIA grants the public the right to access information held by private and public bodies, provided the request is lawful and necessary to exercise or protect any rights.

### **Guide on PAIA:**

The South African Human Rights Commission (SAHRC) provides a guide on PAIA, including how to make access requests. This guide is available at [www.sahrc.org.za](http://www.sahrc.org.za) or can be requested from:

- SAHRC PAIA Unit
- Tel: +27 (0) 11 877 3600
- Email: paia@sahrc.org.za

## **4. Information Held by Align Medical Bureau**

Align MB holds various types of records, including but not limited to:

### **4.1 Statutory Records**

- Company registration documents
- Memorandum of Incorporation

- Shareholders' agreements

#### **4.2 Financial Records**

- Tax records
- Financial statements
- Invoices

#### **4.3 Operational Records**

- Client agreements
- Employee and payroll information

#### **4.4 Personal Information**

- Patient and healthcare provider data
- Contact details of stakeholders

### **5. Request for Access to Information**

Requests to access records must comply with PAIA. Submit requests in writing to the Information Officer, including:

1. Full name and contact details of the requester.
2. Description of the record sought and the reason for access.
3. Proof of identity for the requester.

#### **Contact Information:**

**Information Officer:** Louise van Heerden

**Email:** info@alignmedical.co.za

### **6. The Protection of Personal Information Act, 2013 (POPIA)**

POPIA promotes the protection of personal information by prescribing minimum requirements for its lawful processing. Align MB processes personal information in line with POPIA principles:

- **Accountability:** The Company ensures compliance with POPIA.
- **Processing Limitation:** Information is processed lawfully and minimally.
- **Purpose Specification:** Personal information is collected for specific, explicitly defined, and lawful purposes.
- **Security Safeguards:** Personal information is protected against unauthorized access or loss.

## **7. Types of Personal Information Processed**

Align MB processes the following personal information:

- Names, contact details, and medical aid details of patients.
- Employee information.
- Billing and payment information related to clients.

## **8. Purpose of Processing Personal Information**

Align MB processes personal information to:

- Facilitate healthcare billing services.
- Ensure compliance with applicable laws and regulations.
- Manage client and supplier relationships.

## **9. Security Measures**

Align MB has implemented reasonable security measures to protect personal information from loss, unauthorized access, and misuse. These measures include:

- Restricted access to personal data.
- Secure storage systems.
- Regular audits and data protection training for employees.

## **10. Rights of Data Subjects**

Under POPIA, data subjects have the following rights:

- Access to personal information held about them.
- Correction of inaccurate or outdated information.
- Object to the processing of personal information.
- Request the deletion of personal information no longer required.

Requests can be submitted to the Information Officer at the contact details provided above.

## **11. Changes to this Manual**

Align MB may update this manual from time to time to ensure compliance with changes in legislation or operational requirements. Updated versions will be made available upon request.

## **12. Contact Information**

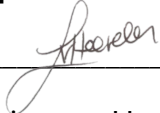
For further information or to submit a PAIA or POPIA-related request, please contact:

**Information Officer:** Louise van Heerden

**Tel:** + 27 (0) 82 744 7968

**Email:** info@alignmedical.co.za

**Approved and Signed on 09/12/2024**



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Louise van Heerden

*Information Officer*

Align Medical Bureau (Pty) Ltd