

Sister Lilian Centre and Sensitive Midwifery

PAIA Manual

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1. Introduction to the Sister Lilian Centre and Sensitive Midwifery

The Sister Lilian Centre (Pty) Ltd and Sensitive Midwifery ("Sister Lilian" / "the Centre") provide health education and advise families on pregnancy, birth, baby and toddler care, as well as general health concerns. Education is offered to midwives under the Sensitive Midwifery® brand.

2. Purpose of the PAIA Manual

The primary purpose of this PAIA Manual is to inform data subjects, the public, and other persons of the records held by the Centre, the personal information processed by the Centre, and how access to these records can be obtained. Information on the Centre and the Information Regulator is also provided.

3. Contact Details of the Centre

Centre Name:	Sister Lilian Centre (Pty) Ltd, trading also as Sensitive Midwifery
Registration Number:	2015/178124/07
General Manager:	Dr Margreet Bardnardt
Physical Address:	Sister Lilian Centre c/o Zinplex, 332 Alwyn Street, Waltloo Ext 1
Postal Address:	PO Box 11156, Silver Lakes, 0054
Telephone Number:	012-809 3342
Email:	info@sisterlilian.co.za
Websites:	https://sisterlilian.co.za/ and https://sensitivemidwifery.co.za/

4. Information Officer

The Information Officer of the Centre is:

Name:	Hermanus JH Fourie
Telephone Number:	012-803 6969
Email:	zinplex@gmail.com

5. Guide of the Information Regulator

The Information Regulator compiled a Guide, in terms of Section 10 of the Promotion of Access to

Information Act (PAIA), to assist persons wishing to exercise their rights under this Act. This Guide contains, amongst others, the following information:

- The purpose of PAIA,
- The manner, form and costs of a request for access to information held by a body,
- Legal remedies when access to information is denied,
- Assistance the Information Regulator can provide,
- Mechanisms to obtain the contact details of Information Officers, and
- Relevant legislation.

The Guide is available in all the official languages on the website of the Information Regulator or can be obtained from the Information Regulator at:

Physical address: Woodmead North Office Park, 54 Maxwell Dr, Woodmead, Johannesburg, 2191

Postal address: PO Box 31533, Braamfontein, Johannesburg, 2017

Contact number: 010 023 5200

E-mail: enquiries@inforegulator.org.za

Website: <https://inforegulator.org.za/>

The Guide can also be obtained upon request from the Information Officer of the Centre.

6. The Centre's Records

The Centre holds the following categories of records:

Subjects on which the Centre holds records	Categories of records
Centre	Statutory and governance records, financial records, assets, business agreements and engagements, strategic records, insurance records
Users	Payment information and users' contact information
Members	Membership records
Healthcare Professional Network	Network information
Human resources (HR)	HR policies and procedures, employee (including job applicant) records, advertised positions, health and safety records

7. Information Available in terms of Legislation

The Centre holds records as may be required in terms of the legislation listed below, subject to the specific protection offered by these laws:

Legislation	Category of Records
Basic Conditions of Employment Act 75 of 1997 and Labour Relations Act 66 of 1995	Employment contracts and related documentation
Companies Act 71 of 2008	Articles of Association (Memorandum of Incorporation) and other statutory records
Electronic Communications and Transactions Act 25 of 2002	Proof of electronic transactions
Nursing Act 33 of 2015 and Allied Health Practitioners Act 63 of 1982	Proof of registration (practitioners) and other records required under the law
Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011	Employees' tax-related information
Occupational Health and Safety Act 85 of 1993 and Compensation for Occupational Injuries and Diseases Act 130 of 1993	Health and safety incidents and ergonomics records
Promotion of Access to Information Act 2 of 2000	PAIA Manual, PAIA Guide and register of requests for access to records
Protection of Personal Information Act 4 of 2013	PAIA Manual, Privacy Policy and policies related to the protection of personal information
Skills Development Levies Act 9 of 1999 and Skills Development Act 97 of 1998	Records related to the payment of levies
Unemployment Contributions Act 4 of 2002 and Unemployment Insurance Act 63 of 2001	Records related to the payment of UIF contributions and relevant employee records
Value Added Tax Act 89 of 1991	VAT records

8. Records automatically available

The information on the website is automatically available. Access to and use of the information on the

website are subject to the website's terms of use and the Centre's Privacy Policy.

9. Purpose of Processing Personal Information

The Centre processes the personal information of data subjects for the following purposes:

- to conduct and manage the Centre lawfully, including conducting an online shop and collecting payment for goods and services,
- for providing health education to users,
- to facilitate access to clinical services offered by healthcare professionals,
- for membership administration,
- for communication purposes,
- for the administration of its newsletter,
- for conducting symposiums and workshops, contracting speakers and managing attendance,
- for the maintenance of company records,
- for employment/contracting purposes and related matters,
- for reporting to persons and bodies as needed and authorised by the data subject or the law,
- for historical, statistical, and research purposes,
- to enforce the rights of the Centre, including legal defence purposes, and for any other lawful purpose related to its business.

10. Data Subjects, Their Personal Information and Potential Recipients

The Centre holds personal information regarding the categories of data subjects listed below, as applicable in the circumstances.

The Centre will share the personal information (including the records) of data subjects in general with the following persons and entities:

- Law enforcement and government agencies, or other related third parties: From time to time, the Centre may be required to provide personal information to a third party in order to comply with a subpoena, court order, government investigation, reporting obligation, or another legal process. If the Centre discloses personal information in this way, it will reasonably attempt to provide the relevant data subject with advance notice, unless it is prohibited from doing so or it is not appropriate in the circumstances.
- Corporate transactions: If the Centre becomes insolvent or is involved in a merger, acquisition, reorganisation, or sale of all or a portion of the Centre or assets, the Centre may share or transfer

personal information as part of such corporate transaction.

- Staff who perform services on behalf of the Centre: To perform their roles and functions at the Centre and to provide users with access to products and services.
- Service providers (such as IT service providers) who assist the Centre in providing products and services, only if necessary, subject to confidentiality undertakings and legislation protecting the privacy of personal information.
- The Centre's accountant and auditor.
- Professional advisers (including legal advisers) of the Centre.
- The Centre's insurers.
- The public (information on the Centre's website).

Other potential recipients of data subjects' personal information and records are specified below. Information and records are only disclosed to recipients as necessary in the circumstances and authorised in terms of the law or otherwise with the consent of the relevant data subjects.

10.1. Employees, Contractors and Job Applicants

Categories of personal information	Names, titles, contact details, addresses, telephone numbers, identity numbers, dates of birth, age, gender, qualifications, profession, references and CVs, South African Nursing Council (SANC) or other statutory council numbers, positions or roles at the Centre, job descriptions, bank details, relevant health and disability information, vetting reports (qualifications and criminal records), employment-related information, including all information supplied on the employment contract and in supporting documentation, disciplinary-related information, leave records, absenteeism information, remuneration and employment benefits, tax numbers and related tax information, health and safety-related incidents, next-of-kin details and information on dependants, signatures of official signatories of the Centre and their FICA documentation, records created in the performance of their duties and correspondence.
Other Potential Recipients	Their next-of-kin in emergencies, vetting and employment agencies (if applicable).

10.2. Users (including Members)

Categories of personal information	First and last names, email address, payment details, payment confirmations, and correspondence.
Other Potential Recipients	None.

10.3. Network Professionals

Categories of personal information	Email addresses, contact numbers, social media pages, locations, website addresses, names and surnames, professions, SANC or other statutory council numbers, practice addresses, identity numbers, practice names, telephone numbers, qualifications, services offered and photos, payment details, payment confirmations, and correspondence.
Other Potential Recipients	None.

10.4. Suppliers, Vendors and Other Third Parties

Categories of personal information	Persons' or entities' names and contact details, names, titles and contact details of relevant persons or office bearers, agreements and related information, invoices and payment information, official documentation, including newsletters and statements, market information and correspondence.
Other Potential Recipients	None.

11. Personal information sent across the borders of the Republic of South Africa

The Centre processes and stores personal information in records in the Republic of South Africa. The email addresses of newsletter subscribers are shared with Mailchimp (based in the United States of America). If the Centre must provide any other personal information of any data subject to another third party in another country, it will obtain the data subject's prior consent unless such information may be lawfully provided to that third party.

12. Security Measures to Protect Personal Information

The Centre is committed to ensuring the security of the personal information in its possession or control to protect it from unauthorised processing and access as well as loss, damage or unauthorised destruction. It continually reviews and updates its information protection measures to ensure the security, integrity and confidentiality of this information following industry best practices. These measures include encryption of information and devices, and off-site data backups in the 'cloud'. Additionally, only those employees and service providers who require access to data subjects' personal information to fulfil their duties and provide services to the Centre are granted access to such information. They must also sign agreements with the Centre regarding the protection of the information. The Centre will inform data subjects and the Information Regulator if any person has unlawfully obtained access to their personal information, subject to the applicable laws.

13. Procedure to Obtain Access to Records

The fact that the Centre holds information and records as listed in this Manual should not be construed as conferring upon any requester any right to that information or record. PAIA grants a requester access to a record of a private body if the record is required for the exercise or protection of any right. If a public body lodges a request, it must be acting in the public interest. Access to records and information is not automatic. Any person wishing to request access to any of the above records or information must complete a request form (Form 2), which is available from the Information Officer of the Centre and the Information Regulator at the contact details specified above and on the Centre's websites.

The requester must provide sufficient details on the request form to enable the Information Officer to identify the record and the requester. The requester must identify the right they seek to exercise or protect and explain why the requested record is required for the exercise or protection of that right. If a request is made on behalf of another person, the requester must submit proof of the capacity in which the request is made to the satisfaction of the Information Officer. Access to the requested records or information, or parts of the records or information, may be refused in accordance with the law. Requesters will be advised of the outcome of their requests.

14. Fees Payable to Obtain the Requested Records

Fees may be charged for requesting and accessing information and records held by the Centre. These fees are prescribed in terms of PAIA. Details of the fees payable may be obtained from the

Information Officer. The fees are also available from the Information Regulator.

15. Availability of this Manual

A copy of this Manual is available for inspection, free of charge, on the Centre's websites. A copy of the Manual may also be requested from the Information Officer, subject to payment of a fee as advised.