NUTRITHRIVE (PTY) LTD

(2025/098241/07)

62 Pretorius Road, Hertford Office Park, Vorna Valley

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PAIA MANUAL

Prepared in terms of Section 51 of the

Promotion of Access to Information Act 2 of 2000

1. List of Acronyms and Abbreviations

Abbreviation	Description
DIO	Deputy Information Officer
HPCSA	Health Professions Council of South Africa
IO	Information Officer
Minister	Minister of Justice and Correctional Services
PAIA	Promotion of Access to Information Act No. 2 of 2000 (as amended)
POPIA	Protection of Personal Information Act No. 4 of 2013
Regulator	Information Regulator
Republic	Republic of South Africa
SAHRC	South African Human Rights Commission

2. Purpose of PAIA Manual

This PAIA Manual is useful for the public to:

2.1. Check the categories of records held by the practice which are available without a person having to submit a formal PAIA request;

2.2. Have a sufficient understanding of how to make a request for access to a record of the practice, by providing a description of the subjects on which the practice holds records and the categories of records held on each subject;

2.3. Know the description of the records of the practice which are available in accordance with any other legislation;

2.4. Access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;

2.5. Know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

2.6. Know if the practice will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;

2.7. Know the recipients or categories of recipients to whom the personal information may be supplied;

2.8. Know if the practice has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and

2.9. Know whether the practice has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. Key Contact Details for Access to Information of NutriThrive

3.1 Information Officer

Full Name	Ane Fourie
Position / Title	Registered Dietitian & Information Officer
Physical Address	62 Pretorius Road, Hertford Office Park, Vorna Valley, Midrand
Postal Address	1686
Telephone Number	0847995605
Email Address	uysane98@gmail.com
HPCSA Registration No.	DT0058416

3.2 Access to Information General Contacts

Email	uysane98@gmail.com
Physical Address	62 Pretorius Road, Hertford Office Park, Vorna Valley, Midrand, Gauteng, 1686
Telephone	0847995605

4. Guide on How to Use PAIA and How to Obtain Access to the Guide

4.1. The South African Human Rights Commission (SAHRC) has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The aforesaid Guide contains the description of the objects of PAIA and POPIA; the postal and street address, phone and fax number and, if available, electronic mail address of every Information Officer and Deputy Information Officer; the manner and form of a request for access to a record; the assistance available from the Regulator in terms of PAIA and POPIA; and all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA.

4.3. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.4. The Guide can also be obtained:

- Upon request to the Information Officer; and
- From the website of the SAHRC (www.sahrc.org.za) or the Information Regulator (https://www.inforegulator.org.za).

4.5. The contact details of the SAHRC and the Information Regulator are as follows:

Organisation	South African Human Rights Commission (SAHRC)
Website	www.sahrc.org.za
Physical Address	29 Princess of Wales Terrace, Parktown, Johannesburg, 2193
Tel	011 877 3600
Email	paia@sahrc.org.za

Organisation	Information Regulator (South Africa)
Physical Address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal Address	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Tel	010 023 5207
Email	inforeg@justice.gov.za
Website	www.inforegulator.org.za

5. Categories of Records of NutriThrive Available Without a Formal Request

The following categories of records are available without the need to submit a formal PAIA request. These records are available at the practice upon request or by contacting the Information Officer:

Category of Records	How to Access
PAIA Manual	Available at practice upon request or by email
General service information	Available at practice upon request or by email
Contact details of the Information Officer	Available at practice upon request or by email

Own health records (patients only)	Available upon verification of identity — contact Information Officer directly

6. Description of Records Available in Accordance with Other Legislation

The following records are created and held in accordance with applicable South African legislation:

Category of Records	Applicable Legislation
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Patient health records	Health Professions Act 56 of 1974; National Health Act 61 of 2003
POPIA compliance records	Protection of Personal Information Act 4 of 2013
HPCSA registration & renewal certificates	Health Professions Act 56 of 1974
Tax records and SARS submissions	Income Tax Act 58 of 1962; Value-Added Tax Act 89 of 1991
Employment contracts (if applicable)	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995
Accounting and financial records	Companies Act 71 of 2008; Income Tax Act 58 of 1962

7. Description of Subjects on Which NutriThrive Holds Records

Subject	Categories of Records
Patient / Client Records	Patient registration forms; medical history; dietary assessments; nutritional evaluations; consultation notes; treatment plans; follow-up records; referral letters; medical aid authorisation records; invoices and payment records
Employee Records	Employment contracts; payroll and remuneration records; personal particulars; training and qualifications documentation; leave records and attendance registers
Financial Records	General ledger and accounting records; bank statements; invoices, receipts and proof of payment; tax records and SARS submissions; practice expense records

Statutory and Compliance Records	HPCSA registration and renewal certificates; practice number registration; POPIA compliance documentation; PAIA manual; contracts with service providers
General Correspondence	Emails and written correspondence; referral network communications; medical aid scheme correspondence

8. Processing of Personal Information

8.1 Purpose of Processing Personal Information

NutriThrive processes personal information solely for legitimate healthcare purposes, including the provision of nutritional and dietetic services, administration of the practice, compliance with legal obligations, and communication with patients, medical aids, and healthcare practitioners.

8.2 Categories of Data Subjects and Information Processed

Categories of Data Subjects	Personal Information That May Be Processed
Patients / Clients	Name, identity number, date of birth, contact details, medical history, dietary assessments, treatment plans, medical aid details, payment information
Employees / Contractors (if applicable)	Name, identity number, address, qualifications, employment details, payroll information, tax information, leave records
Service Providers / Suppliers	Name, registration number, VAT number, address, bank details, contact details
Healthcare Practitioners (Referrals)	Name, practice number, contact details, HPCSA registration number

8.3 Recipients or Categories of Recipients of Personal Information

Category of Personal Information	Recipients or Categories of Recipients
Identity number and names for criminal checks	South African Police Services (for criminal checks, if applicable)
Qualifications	South African Qualifications Authority (for qualification verifications, if applicable)

Medical and clinical records	Other treating healthcare practitioners (referrals); medical aid schemes / health insurers
Payment and billing information	Medical aid schemes; payment processing providers
Tax information	South African Revenue Services (SARS)
Compliance records	Information Regulator; Health Professions Council of South Africa (HPCSA)

8.4 Planned Transborder Flows of Personal Information

NutriThrive does not currently have planned transborder flows of personal information. Should personal information be stored using cloud-based services hosted outside the Republic of South Africa, this manual will be updated accordingly to reflect the relevant countries and categories of personal information involved.

8.5 Information Security Measures

NutriThrive implements the following security measures to ensure the confidentiality, integrity and availability of personal information:

- Password protection and access controls on all electronic devices used in the practice
- Secure storage of physical patient records in locked filing systems
- Antivirus and anti-malware software on practice computers
- Secure email communication for correspondence containing personal information
- Limited access to patient records on a need-to-know basis
- Regular review and update of security practices in line with POPIA requirements

9. How to Request Access to Records

Any person wishing to access records held by this practice must submit a written request to the Information Officer using the prescribed Form C (available from the SAHRC website or the Department of Justice at www.justice.gov.za).

9.1 Requirements for a Valid Request

A request for access to information must:

- Be submitted in writing using the prescribed Form C
- Clearly identify the requester (full name, contact details, and identity number)
- Describe the record(s) being requested with sufficient detail
- State the form of access preferred (e.g. inspection, copy, transcription)

- Include proof of identity (copy of ID document or passport)
- Be accompanied by the prescribed request fee (if applicable)

9.2 Submission of Requests

Completed request forms should be submitted to the Information Officer at the address or email listed in Section 3 of this manual.

9.3 Response Timeframe

In terms of PAIA, the Information Officer is required to respond to a request within 30 (thirty) days of receipt. This period may be extended by a further 30 days in certain circumstances, in which case the requester will be notified in writing.

10. Fees

A request fee and/or access fee may be charged in accordance with the prescribed fee regulations under PAIA. Current fee schedules are available from the Department of Justice and Constitutional Development (www.justice.gov.za).

Requesters who can demonstrate that they are unable to afford the prescribed fees may apply for exemption by submitting supporting documentation with their request.

A fee for a copy of this manual, as contemplated in Annexure B of the Regulations, shall be payable per each A4-size photocopy made.

11. Grounds for Refusal of Access

Access to records may be refused on the grounds set out in Sections 62 to 70 of PAIA. These include, but are not limited to:

- Protection of the privacy of a third party
- Protection of commercial information of a third party
- Records protected by legal professional privilege
- Records that could endanger the life or safety of an individual
- Records that are already publicly available
- Records where disclosure is prohibited or restricted by law

If access to a record is refused, the Information Officer will notify the requester in writing of the reasons for the refusal and of the right to appeal the decision.

12. Remedies Available to Requesters

If a request for access to information is refused, the requester may:

- Apply to the Information Regulator for relief in terms of Section 78 of PAIA
- Lodge a complaint with the Information Regulator
- Apply to court for appropriate relief

13. Availability of This Manual

A copy of this manual is available:

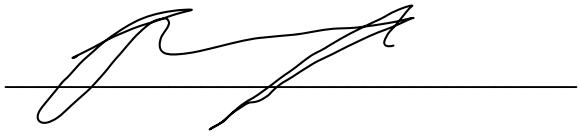
- At the head office of NutriThrive for public inspection during normal business hours;
- To any person upon request and upon the payment of a reasonable prescribed fee; and
- To the Information Regulator upon request.

14. Updating of This Manual

NutriThrive will on a regular basis update this manual. This manual will be reviewed and updated annually, or whenever there are material changes to the information held by the practice, changes in legislation, or changes to the Information Officer.

Declaration by Information Officer

I, the undersigned, being the duly designated Information Officer of NutriThrive, hereby confirm that the information contained in this manual is accurate and complete to the best of my knowledge.

Signature: 

Full Name: Ane Fourie

Title: Registered Dietitian & Information Officer

Date: 30 | 06 | 2026