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| **MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 20 OF 2000 (PAIA)**  **INCORPORATING AMENDMENS BY**  **THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013 (POPIA)** |

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# Introduction

Section 51 of PAIA, as amended by POPIA, requires that HSA as a private body must provide and display an information manual, giving information to the public regarding the procedure to be followed in requesting information from HSA the exercising or protecting of rights.

POPIA in turn also requires commercial websites and online services to post a conspicuous privacy policy on their websites, inter alia stating exactly which information is being collected and with whom it is shared. HSA’s Privacy Policy is available on its website: [www.hsa.co.za](http://www.hsa.co.za).

POPIA amended certain sections of PAIA to balance the needs between access to information and ensuring protection of personal information. In terms of POPIA data subjects (juristic or natural) can have access to their personal information that is held by a responsible party.

This manual is provided in compliance with the provisions of PAIA and POPIA and in support of a culture of transparency and accountability. The manual provides information regarding the different types of records in HSA’s possession and the correct procedure to follow should access to such records be required.

This HSA information manual is available for inspection at its registered address (set out in 2 below) and on its website ([www.hsa.co.za](http://www.hsa.co.za)) as well as at the South African Human Rights Commission (see 3 below).

As provided for in section 51(2) of PAIA this manual will be updated as and when required and the latest version thereof will be made public through the HSA website.

# Company Details: Information required under section 51(1)(a) of PAIA and Information Officer detail required under POPIA

Health Science Academy (Pty) Ltd (HSA) is a fully owned subsidiary of Foundation for Professional Development (FPD). It was registered as a company in 1994 with registration number 1994/006219/07. HSA provides a comprehensive range of adult education in the pharmaceutical and healthcare sectors.

We have compiled this manual to comply with the provisions of the Act, to foster a culture of transparency and accountability in our environment and to ensure that members of the public have effective access to information in our possession which will assist them in the exercise and protection of their rights. A copy of this manual is also available from our offices at the registered address indicated below.

***Our details***

Registered Address: HSA Knowledge Park, Mary Street 173, The Willows, 0184

Postal Address: P.O. Box 753249, Lynnwood Ridge 0040

Telephone Number: +27 87 821 1109

Fax Number: +27 81 680 0671

Head/Managing Director: Ms Laetitia Crause

Designated Information Officer: Ms Laetitia Crause

Email address of Information Officer: laetitiac@healthscience.co.za

Website: http://www.hsa.co.za

# The South African Human Rights Commission (SAHRC) – Sections 10 and 51(1)(b) of PAIA

Section 10 of the Act requires the SAHRC to publish a guide containing information reasonably required by a person wishing to exercise or protect any right in terms of this Act. This guide is available from SAHRC. Please address any queries in this regard to:

The South African Human Rights Commission: PAIA Unit

The Research and Documentation Department

Physical address: 29 Princess of Wales Terrace, Parktown, Johannesburg

Postal address: Private Bag 2700, Houghton, 2041

Telephone: +27 11 484 8300

Fax: +27 11 484 0582

Email: PAIA@sahrc.org.za

Website: www.sahrc.org.za

# Personal information

HSA’s Privacy and Information Policy (Privacy Policy) has been developed in accordance with the requirements of POPIA and applies in respect of any personal information collected and held by HSA, the usage, disclosure, retention and security thereof.

The Privacy Policy can be accessed on the HSA website. HSA is committed to the protection of privacy and to ensure that the personal information of its students and other users of its website is collected and used properly, lawfully and transparently in compliance with its obligations under POPIA.

# Information available in terms of PAIA

HSA holds the following categories of information:

***COMPANY INFORMATION***

Certificate of Incorporation; Memorandum of Incorporation; share register and other statutory registers, such as a register of directors and officers; minute books, attendance registers, resolutions passed at general meetings (minutes will be made available to shareholders of HSA only, for inspection at the premises); proxy forms; minutes of various committees of HSA (minutes of committees will remain confidential as internal documents and will be available to shareholders for inspection at the premises); register of alumni (details pertaining to individual alumni will only be made available if an alumni has consented to such disclosure); register of fixed assets and records relating to the appointment of directors, auditors, company secretaries, public officers and other officers.

***FINANCIAL RECORDS***

*ANNUAL FINANCIAL STATEMENTS*

(a) Annual accounts; (b) Directors’ reports; (c) Auditor’s report; books of account regarding information required by the Companies Act, 2008; supporting schedules to books of account and ancillary books of account; accounting records; (d) Books of account including journals and ledgers; delivery notes, orders, invoices, statements, receipts, vouchers and bills of exchange; (e) Banking records, bank statements, paid cheques, electronic banking records; (f) Rental agreements.

*INCOME TAX RECORDS*

PAYE records; Documents issued to employees for income tax purposes; Records of payments to SARS on behalf of employees; IRP’s; All other statutory compliances: VAT, Regional Services Levies, Skills Development Levies, UIF, Workmen’s Compensation; Copies of Income Tax returns and other tax returns and documents.

***EMPLOYEE RECORDS***

*STATUTORY EMPLOYEE RECORDS*

Although the employer is required to keep the following records, personal information (as defined in the Act) will not be made available to third parties unless the employee has consented or by court order as, and to the extend provided for in the Act. Employees’ names and occupations; Time worked by each employee; Remuneration paid to each employee; Employment equity plan and -reports; Salary and wages register; Collective agreements (if any); Disciplinary proceedings, Arbitration awards and CCMA cases; Skills Development Plan; SETA records and training records; Staff records (after date of employment ceases); Expense accounts.

*OTHER EMPLOYEE RECORDS*

Employee contracts; Performance management records; Incentive schemes; Study assistance schemes; Conditions of Employment and Policies (including but not limited to leave policies, telephone policy, etc.); Group personal accident; Medical Aids records; Pension Fund records; Confidentiality agreements; Leave records.

***PENSION AND RETIREMENT FUNDING RECORDS***

All pension fund information, including Pension Fund Rules; account records; Minutes of Meetings of Trustees; attendance registers of meeting with members, etc., are held by Cumulus Consultants. Requests have to be made to HSA and will be directed to Cumulus Consultants.

***HEALTH AND SAFETY RECORDS***

Health and safety evacuation plan; Annual Occupational Health and Safety inspection certificate; HIV/AIDS policy.

***PROPERTY (MOVABLE)***

Asset register; Asset numbers and location of assets; Finance and Lease Agreements; Deeds of Pledge.

***INTELLECTUAL PROPERTY***

Copyrights and sub-licensed copyright agreements; Agreements relating to intellectual property such as license agreements, secrecy agreements, research and development agreements, consulting agreements, use agreements, joint venture agreements and joint development agreements; Litigation and other disputes involving intellectual property. It should be noted that all HSA course publications are copyrighted and prohibited from unlicensed use, sale, distribution, amendments, etc.

***AGREEMENTS AND CONTRACTS***

Material agreements concerning provision of services or materials; Joint venture agreements, subsidiary agreements, participation, franchise, co-marketing, co-promotion or other alliance agreements; Acquisition or disposal documentation; Agreements with contractors and suppliers; Agreements with customers; Warranty agreements; Sale agreements; Distributor and agency agreements; Purchase or lease agreements.

***LEGAL***

Complaints, pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, arbitration or investigation; Settlement agreements; Material licenses and authorisations.

***INSURANCE***

Insurance policies; Claim records; Details of insurance coverages, limits and insurers; Information relating to the HSA’s insurance is held by its parent company FPD. Access is, however, to be obtained via the HSA.

***INFORMATION TECHNOLOGY***

All information technology and information systems are held in terms of valid sales, user, rental, maintenance or similar agreements, which agreements may prohibit information- and/or the system from being accessed by third parties in any manner whatsoever. Information is made available on the website of the HSA, and certain sections may be closed off for alumni of HSA.

Categories of IT information held by HSA through FPD as the parent company include: Hardware; operating systems; telephone exchange equipment; telephone lines, leased lines and data lines; LAN installations; software packages; disaster recovery; internal systems support and programming/development; capacity and use of current systems; agreements; licenses; audits.

***SALES, SERVICES AND MARKETING***

Products, including but not limited to publications, study guides; information leaflets; pro forma contracts and agreements; etc. Certain products and services are available only to registered learners with HSA;

Brochures, Newsletters, Course registration Forms; Health Science Academy (Pty) Ltd Policy Statements;

Press statements.

# Information available in terms of other legislation

Where applicable to our operations, information is also available, and we retain records, in terms of certain provisions of the following statutes: Basic Conditions of Employment Act No. 75 of 1997; Companies Act No. 71 of 2008; Compensation for Occupational Injuries and Diseases Act No. 130 of 1993; Employment Equity Act No. 55 of 1998; Income Tax Act No. 58 of 1962; Labour Relations Act No. 66 of 1995; Legal Deposit Act No. 54 of 1997; Occupational Health and Safety Act No. 85 of 1993; Unemployment Insurance Act No. 63 of 2001; Value Added Tax Act No. 89 of 1991; Skills Development Act 9 of 1999; National Health Act No 61 of 2003.

# Information automatically available

The following categories of records are automatically available for inspection, purchase or photocopying. Request forms for these categories of information are also available from our Information Officer, whose contact details appear on the first page of this manual:

Registration and application forms; pamphlets and brochures, as produced from time to time; annual reports and HSA’s certificates of registration from bodies and institutions that it is accredited with.

# Request for information process

The following are required for a request for information from HSA:

* 1. **Completed form C**

A request for information made in terms of PAIA must be made in writing on the prescribed Form C which is available on the website of the Information Regulator at [www.justice.gov.za](http://www.justice.gov.za) and is also attached here in **Appendix A**. If a question does not apply or there is nothing to be entered in the applicable space “N/A” should be stated in response. The request form must be addressed to the Information Officer using the contact details set out in 2 above.

* 1. **Proof of identity**

The requestor must provide an acceptable proof of identity such as a certified copy of their Identity Document or card or other legal form of identification.

* 1. **Proof of capacity**

If the request is made on behalf of another person, the requestor must provide an affidavit to prove the capacity in which the requestor is making the request.

* 1. **Proof of payment**

The requestor must provide proof of payment of the prescribed fees (Refer to 9 below).

* 1. Requests which are not complete in full or are not accompanied by the above documents will be referred back to the requester. Should the requester fail to submit adequate documentation within 30 days after the request has been referred back to them, the request will be discarded.
  2. **Request outcome notification**

If the **request for access is granted** HSA will advise the requestor within 30 days on the following:

1. The access fee to be paid upon access as well as the deposit and balance outstanding
2. The form in which access will be given
3. That the requester may lodge an application with a court against the access fee to be paid or the form of access granted, and the procedure, including the period allowed, for lodging the application.

If the **request for access is refused** HSA will advise the requestor within 30 days on the following:

1. The reasons for refusal of access. Such reasons according to Chapter 4 of Part 3 of the Act could be protection of:
2. privacy of third party who is natural person
3. commercial information of third party
4. certain confidential information of third party
5. safety of individuals, and protection of property
6. records privileged from production in legal proceedings
7. commercial information of HSA
8. research information of a third part or of HSA.
9. State that the requester may lodge an application with the Information Regulator or a Magistrate’s court against the refusal of the request, and the procedure (including the period) for lodging the application. The Information Regulator will investigate the complaint and reach a decision, which may include a decision to investigate, to take no further action or to refer the complaint to the Enforcement Committee established in terms of POPIA. The Information Regulator may serve an enforcement notice confirming, amending or setting aside the impugned decision, which must be accompanied by reasons.
   1. **Personal information concerns relating to POPIA**

Matters related to HSA handling privacy (transborder transfers and processing of information, information security measures, etc.) are covered in our HSA Privacy Policy. The policy is available on the [www.hsa.co.za](http://www.hsa.co.za) website.

# Prescribed fees

Section 54 of PAIA entitles a Private Body to levy a prescribed request fee to a requester before further processing of the request. The fee structure is available on the website of the SAHRC at www.sahrc.org.za and is also attached here in **Appendix B.**

The following applies to requests:

* 1. A requestor (other than a personal requestor in terms of POPIA) is required to pay the prescribed fees as set out in the fee structure before a request is processed.
  2. If the Information Officer deems that the preparation of the record requested requires more than the prescribed hours (six), the requestor will need to pay a deposit. The deposit is equal to one third of the access fee.
  3. Records may be withheld until the fees have been paid.

# General

Health Science Academy is accredited as a provider of training for pharmacist’s assistants by the South African Pharmacy Council. In addition, Health Science Academy is an accredited provider with HWSETA, LGSETA, TETA and Services Seta. Health Science Academy has established an infrastructure and quality control function to meet standards required by both the South African Qualifications Authority (SAQA) and the South African Pharmacy Council (SAPC).

**VISION**

Health Science Academy will be recognised as the education provider of choice in the pharmaceutical sector, committed to excellence in education to build a better society.

**MISSION**

Health Science Academy is a professional educational partner in the healthcare sector that provides solutions designed to educate, inspire and develop individuals to their full potential.

**VALUES**

*Respect*

We create a positive and productive environment that embraces and fosters diversity among people and of ideas.

*Integrity*

We adhere to high standards of ethical and professional conduct reflected in honesty, openness, fairness and trust.

*Creativity*

We improve by encouraging new ideas, supporting imagination and promoting an entrepreneurial spirit to stimulate discovery and foster innovation, to ensure more effective learning and leadership.

*Excellence*

We provide excellence in teaching and service by meeting academic and professional standards and by continuously seeking improvement and growth for all learners.

*Teamwork*

We celebrate the strengths and contributions of others that lead to synergistic relationships and optimum results.

APPENDIX A and B – Attached