Diagnostech (Pty) Ltd

Promotion of Access to Information Act Manual

This manual has been prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 and to address the requirements of the Protection of Personal Information Act 4 of 2013.

Classification: Public

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1. DEFINITIONS

Client	any natural or juristic person that received or receives services from the Company
Company	Diagnostech (Pty) Ltd a private South African company that imports, exports, supplies, markets, performs sales activities, provides technical assistance and distribution of medical diagnostic and laboratory research products
Conditions for Lawful Processing	the conditions for the lawful processing of Personal Information as fully set out in chapter 3 of POPI and in paragraph 12 of this Manual
Data Subject	the person to whom personal information relates
Information Officer	the individual who is identified in paragraph 3 of this Manual
Manual	this manual
PAIA	the Promotion of Access to Information Act 2 of 2000
Personal Information	means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to — a. information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; b. information relating to the education or the medical, financial, criminal or employment history of the person; c. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; d. the biometric information of the person; e. the personal opinions, views or preferences of the person;

	f. correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; g. the views or opinions of another individual about the person; and h. the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person
Personnel	any person who works for, or provides services to or on behalf of the Company, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the Company, which includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff as well as contract workers
POPI	the Protection of Personal Information Act 4 of 2013
POPI Regulations	the regulations promulgated in terms of section 112(2) of POPI
Private Body	means— a. a natural person who carries or has carried on any trade, business or profession, but only in such capacity; b. a partnership which carries or has carried on any trade, business or profession; or c. any former or existing juristic person, but excludes a public body
Processing	means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including— a. the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; b. dissemination by means of transmission, distribution or making available in any other form; or c. merging, linking, as well as restriction, degradation, erasure or destruction of information

SAHRC	the South African Human Rights Commission – former regulatory body

Any other terms not described herein will have the meaning as ascribed to it in terms of PAIA or POPI.

2. INTRODUCTION

2.1. For the purpose of POPI and PAIA, the Company is defined as a private body. In accordance with the Company's obligations in terms of POPI and PAIA, the Company has produced this manual.

2.2. This manual sets out all information required by both PAIA and POPI.

2.3. This manual also deals with how requests are to be made in terms of PAIA.

2.4. This manual also establishes how compliance with POPI is to be achieved.

3. CONTACT DETAILS

Business Name	**Diagnostech (Pty) Ltd**
Registration Number	**2018/076302/07**
Registered Office	**Unit 12, Mulberry Hill Office Park, Broadacres Drive, Dainfern Valley, Johannesburg, 2191**
Postal Address	**P.O. Box 109, Honeydew 2040**
Contact Number	**+27 (0)11 469 0097**
Information Officer	**Shafique A Ballim**
Email address	accounts@diagnostech.co.za

Background information of the Company can be found at www.diagnostech.co.za.

4. GUIDE OF SAHRC

4.1. A guide to PAIA and how to access information in terms of PAIA has been published pursuant to section 10 of PAIA.

4.2. The guide contains information required by an individual who may wish to exercise their rights in terms of PAIA.

4.3. Should you wish to access the guide you may request a copy from the Information Officer by submitting **ANNEXURE "A",** attached hereto, to the details specified above.

4.4. You may also inspect the guide at the Company' offices during ordinary working hours.

4.5. You may also request a copy of the guide from Information Regulator at the following details:

Information Regulator:

Postal Address: P.O. Box 31533, Braamfontein, Johannesburg, 2017
Telephone: (010) 023 5200

Website:	www.inforegulator.org.za
Email:	PAIAComplaints@inforegulator.org.za

5. LATEST NOTICES IN TERMS OF SECTION 52(2) OF PAIA

5.1. At this stage no Notice(s) has / have been published on the categories of records that are available without having to request access to them in terms of PAIA.

6. AVAILABILITY OF CERTAIN RECORDS IN TERMS OF PAIA

6.1. The Company holds and/or process the following records for the purposes of PAIA and POPI.

6.2. The following records may be requested; however it should be noted that there is no guarantee that the request will be honoured. Each request will be evaluated in terms of PAIA and any other applicable legislation.

7. SCHEDULE OF RECORDS

	Type of access	Classification in PAIA by section number in the Act
1	May be disclosed	This is a document available for public access
2	May not be disclosed	You may only receive this by request after criminal proceedings begin (section 7)
3	May be disclosed	This information is subject to copyright
4	Limited disclosure	This information is the personal information of natural persons that belongs to the requester of that information, or personal information of juristic persons represented by the requester of that information (section 61)
5	May not be disclosed	This would constitute unreasonable disclosure of personal information (section 63(1) or Juristic Person (POPI))
6	May not be disclosed	Disclosure is likely to harm the commercial or financial interests of third party (section 64(a)(b))
7	May not be disclosed	Disclosure is likely to harm the Company or third party in contract or other negotiations (section 64(c))
8	May not be disclosed	Disclosure would breach a duty of confidence owed to a third party in terms of an Agreement (section 65)
9	May not be disclosed	This information is likely to compromise the safety of individuals or protection of property (section 66)
10	May not be disclosed	This is a legally privileged document (section 67)

11	Must be disclosed	This information has to do with environmental testing / investigation which reveals public safety / environmental risks (section 64(2); section 68(2))
12	May not be disclosed	This information is the commercial information of a private body (section 68)
13	May not be disclosed	Disclosure is likely to prejudice research and development information of the Company or a third party (section 69)
14	Must be disclosed	Disclosure will be in the public interest (section 70)

The records held by the Company are set out in the categories in column 1 of the table below, with a relevant classification in column 3 (refer to the table above for the meaning of the classification):

Records/Information/ Documents	**Subject**	**Classification**
Communications/public affairs	Current product information	1, 4
	Public corporate records	1
	Launches/event records	4, 5
HR	Health and safety records (employees and contractors, including access and password records)	4, 5, 9
	Employee records (attendance, disciplinary records, training)	4, 5, 9
	Employment contracts	4, 5
	Policies and procedures/guidelines	12
	Employee medical records	4, 5, 8
	Employee disability insurance	4, 5
	Payroll records	4, 5
	Recruitment records and information	4, 5
	BEE records	6, 12
Finance	Audited financial statements	12
	Tax records (company and employees)	4, 12
	Asset register	12
	Supplier records	4, 5
	Management accounts	12
	Stock records	12

	Product Pricing	12
Legal and compliance	Contract documentation (suppliers, couriers, consultants, clearing and forwarding agents, , IT support, etc)	6, 12
	Intellectual property records	3
	Bid templates and bid documents	12
	Statutory records including CIPC	12
	Distributor and supplier agreements, sub- reseller agreements	6, 12
	Lease	6, 12
	Software licences	6, 8, 12
	Insurance	12
	Quality Management System	12
Sales and marketing	Product brochures/ inserts (instructions for use)	1
	Operating manuals / user guides	1
	Performance targets and records	12
	Product sales records	7, 12
	Marketing materials	3
	Future product and business strategies	12
	Customer information and database	4, 5, 12
	After sales/ service/ application records	4, 5
	Customer Training records	4, 5, 12
IT	Engineering records	12, 13
	Customer interaction records	4, 5
	Warranty claims records	4, 5
	Testing and development records	4, 5
	Vendor records including correspondence	4, 8, 12
Other	Complaints and disputes, Internal Correspondence	4, 5, 8, 10
	Warehouse records	12

8. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

8.1. Description of the records/subjects of the company which are available in accordance with any other legislation:

Category of Records	Applicable Legislation	Department/ Subject Area
Memorandum of Incorporation, company registration documents, minutes of board meetings, share register	Companies Act, 71 of 2008	Corporate Governance
Employment contracts, employee attendance records, payroll information, leave records	Basic Conditions of Employment Act, 75 of 1997	Human Resources (HR)
Disciplinary records, grievance procedures, union agreements, Commission for Conciliation, Mediation and Arbitration (CCMA) documentation	Labour Relations Act, 66 of 1995	HR
Employment Equity (EE) plans, EE reports, committee meeting minutes	Employment Equity Act, 55 of 1998	HR
Tax returns, IRP5 certificates, Pay-As-You-Earn (PAYE) records, employee tax submissions	Income Tax Act, 58 of 1962	Finance
Workplace Skills Plans (WSPs), annual training reports, learnership agreements	Skills Development Act, 97 of 1998	Training and Development
Unemployment Insurance Fund (UIF) contribution records, declarations, employee benefit claim records	Unemployment Insurance Act, 63 of 2001	HR
Health and safety audits, incident reports, risk assessments, safety committee records	Occupational Health and Safety Act, 85 of 1993	Occupational Health and Safety
Value-Added Tax (VAT) returns, input/output tax records, SARS correspondence	Value-Added Tax Act, 89 of 1991	Finance
Workers Compensation Assistance (WCA) claims, injury-on-duty reports, compensation records	Compensation for Occupational Injuries and Diseases Act, 130 of 1993	Occupational Health and Safety
B-BBEE certificates, ownership and supplier development records	Broad-Based Black Economic Empowerment Act, 53 of 2003	Supply Chain Management (SCM)
Client contracts, complaint records, marketing disclaimers, product/ service terms and conditions	Consumer Protection Act, 68 of 2008	Client Services/ Marketing
Data subject consent forms, privacy notices, PAIA Manual, operator agreements, processing activity records	Protection of Personal Information Act, 4 of 2013	Legal and Compliance
PAIA Manual, access request logs, training records	Promotion of Access to Information Act, 2 of 2000	Legal and Compliance

Category of Records	Applicable Legislation	Department/ Subject Area
Know Your Customer (KYC) documents, client identification and verification records	Financial Intelligence Centre Act, 38 of 2001 (if applicable)	Client Services/ Finance
Electronic communications policies, e-signature consents, website terms and conditions	Electronic Communications and Transactions Act, 25 of 2002	Information Technology (IT)
Document retention and disposal schedules, archive logs	National Archives and Records Service Act, 43 of 1996	Records Management
Trademark registrations, copyright documentation, patent applications, licensing agreements	Trade Marks Act, 194 of 1993; Copyright Act, 98 of 1978; Patents Act, 57 of 1978; Designs Act, 195 of 1993	Legal / Intellectual Property
Licensing records, compliance reports, risk management frameworks, audit reports	Financial Sector Regulation Act, 9 of 2017; Banks Act, 94 of 1990; Insurance Act, 18 of 2017 (if applicable)	Compliance / Risk / Finance
IT security policies, system access logs, incident response records, data breach notifications	Cybercrimes Act, 19 of 2020; POPIA	Information Technology (IT) / Security
Supplier contracts, procurement policies, bid adjudication records, tender submissions	Preferential Procurement Policy Framework Act, 5 of 2000; Public Finance Management Act, 1 of 1999 (if applicable)	Supply Chain Management (SCM)
Other industry-specific licences, registrations, or statutory records	Any other applicable legislation regulating the company's sector	Relevant Department

9. REQUEST PROCESS

9.1. An individual who wishes to place a request must comply with all the procedures laid down in PAIA.

9.2. The requester must complete **ANNEXURE "B"**, which is attached hereto and submit it to the Information Officer at the details specified above.

9.3. The prescribed form must be submitted as well as payment of a request fee and a deposit, if applicable to the information officer at the postal or physical address, fax number or electronic mail as is stated herein.

9.4. The prescribed form must be completed with enough particularity to enable the information officer to determine:

9.4.1. The record(s) requested;

9.4.2. The identity of the requestor;

9.4.3. What form of access is required; and

9.4.4. The Postal address or fax number of the requestor

9.5. The requestor must state that the records are required for the requestor to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. An explanation of why the records requested is required to exercise or protect the right.

9.6. The request for access will be dealt with within 30 (thirty) days from date of receipt, unless the requestor has set out special grounds that satisfies the Information Officer that the request be dealt with sooner.

9.7. The period of 30 (thirty) days may be extended by not more than 30 (thirty) additional days, if the request is for a large quantity of information, or the request requires a search for information held at another office of the Company and the information cannot be reasonably obtained within 30 (thirty) days. The information officer will notify the requestor in writing should an extension be necessary.

9.8. The requestor will be informed in writing whether access to the records have been granted or denied. If the requestor requires a reason for the decision the request must be expressed in the prescribed form, the requestor must be further stated what particulars of the reasoning the requestor requires.

9.9. If a requestor has requested the records on another individual's behalf, the requestor must submit proof of the capacity the requestor submits the request in, to the satisfaction of the information officer.

9.10. Should the requestor have any difficulty with the form or the process laid out herein, the requestor should contact the Information Officer for assistance.

9.11. An oral request can be made to the Information Officer should the requestor be unable to complete the form due to illiteracy or a disability. The Information Officer will complete the form on behalf of the requestor and provide a copy of the form to the requestor.

10. GROUNDS FOR REFUSAL

10.1. The following are grounds upon which the Company may, subject to the exceptions in Chapter 4 of PAIA, refuse a request for access in accordance with Chapter 4 of PAIA:

10.1.1. Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable.

10.1.2. Mandatory protection of the commercial information of a third party, if the Records contain:

10.1.2.1. Trade secrets of that third party;

10.1.2.2. Financial, commercial, scientific or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or

10.1.2.3. Information disclosed in confidence by a third party to the Company, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition;

10.1.3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;

10.1.4. Mandatory protection of the safety of individuals and the protection of property;

10.1.5. Mandatory protection of Records that would be regarded as privileged in legal proceedings;

10.1.6. Protection of the commercial information of the Company, which may include:

10.1.6.1. Trade secrets;

10.1.6.2. Financial/commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of the Company;

10.1.6.3. Information which, if disclosed, could put the Company at a disadvantage in contractual or other negotiations or prejudice the Company in commercial competition; and/or

10.1.6.4. Computer programs which are owned by the Company, and which are protected by copyright and intellectual property laws;

10.1.7. Research information of the Company or a third party, if such disclosure would place the research or the researcher at a serious disadvantage; and

10.1.8. Requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

11. REMEDIES SHOULD A REQUEST BE REFUSED

11.1. The Company does not have an internal appeal procedure in light of a denial of a request, decisions made by the information officer is final;

11.2. The requestor may in accordance with sections 56(3) (c) and 78 of PAIA, apply to a court for relief within 180 days of notification of the decision for appropriate relief.

12. FEES

12.1. The following fees shall be payable upon request by a requestor:

Request fee (payable on every request)	**R140.00**
Photocopy of an A4 page or part thereof	**R2.00**
Printed copy of an A4 page or part thereof	**R2.00**
Hard copy on flash drive (flash drive to be provided by requestor)	**R40.00**
Hard copy on a compact disc (compact disc to be provided by requestor)	**R40.00**
Hard copy on a compact disc (compact disc to be provided by the Company)	**R60.00**
Transcription of visual images per A4 page	**As per quotation of service provider**

Copy of visual images	**As per quotation of service provider**
Transcription of an audio record per A4 page	**R24.00**
Copy of an audio record on flash drive (flash drive to be provided by requestor)	**R40.00**
Copy of an audio on a compact disc (compact disc to be provided by requestor)	**R40.00**
Copy of an audio on a compact disc (compact disc to be provided by the Company)	**R60.00**
To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation	**R145.00**
To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation (cannot exceed total cost)	**R435.00**
Postage, email or any other electronic transfer	**Actual expense, if any.**

13. POPI

13.1. Conditions for lawful processing:

13.1.1. POPI has eight conditions for lawful processing and includes:

13.1.1.1. Accountability

13.1.1.2. Processing limitation

13.1.1.3. Purpose specification

13.1.1.4. Further processing limitation

13.1.1.5. Information quality

13.1.1.6. Openness

13.1.1.7. Security safeguards

13.1.1.8. Data subject participation

13.1.2. The Company is involved in the following types of processing:

13.1.2.1. collection

13.1.2.2. recording

13.1.2.3. organization

13.1.2.4. structuring

13.1.2.5. storage

13.1.2.6. adaptation or alteration

13.1.2.7. retrieval

13.1.2.8. consultation

13.1.2.9. use

13.1.2.10. disclosure by transmission

13.1.2.11. dissemination or otherwise making available

13.1.2.12. alignment or combination

13.1.2.13. restriction

13.1.2.14. erasure

13.1.2.15. destruction

13.1.3. The Company processes information for the following purposes:

13.1.3.1. to fulfil agreements in relation to its employees;

13.1.3.2. to provide services to its Clients in accordance with terms agreed to by the Clients;

13.1.3.3. to undertake activities related to the provision of services, such as;

13.1.3.3.1. to fulfil domestic legal, regulatory and compliance requirements

13.1.3.3.2. to verify the identity of Customer representatives who contact the Company or may be contacted by the Company;

13.1.3.3.3. for risk assessment, information security management, statistical, trend analysis and planning purposes;

13.1.3.3.4. to monitor and record calls and electronic communications with the Client for quality, training, investigation and fraud prevention purposes;

13.1.3.3.5. to enforce or defend the Company or the Company affiliates' rights;

13.1.3.3.6. to manage the Company's relationship with its clients, which may include providing information to its clients and its clients affiliates about the Company' and the Company affiliates' products and services;

13.1.3.4. the purposes related to any authorised disclosure made in terms of agreement, law or regulation;

13.1.3.5. any additional purposes expressly authorised by the Company' client;

13.1.3.6. any additional purposes as may be notified to the Client or Data Subjects in any notice provided by the Company.

13.2. The Company processes personal information the following categories of Data Subjects:

13.2.1. Juristic persons –

13.2.1.1. Corporate clients

13.2.1.2. Suppliers

13.2.2. Natural persons –

13.2.2.1. Individuals

13.2.2.2. Staff

13.2.2.3. Clients

13.2.2.4. Suppliers

13.3. The Company process the following categories personal information:

13.3.1. Client profile information;

13.3.2. Bank account details;

13.3.3. Payment information;

13.3.4. Client representatives;

13.3.5. Names;

13.3.6. Email Addresses;

13.3.7. Telephone numbers;

13.3.8. Facsimile numbers;

13.3.9. Physical addresses;

13.3.10. Tax numbers;

13.3.11. Identity Numbers;

13.3.12. Passport Numbers;

13.4. Recipients of Personal Information:

13.4.1. the Company, the Company's affiliates, their respective representatives

13.5. When making authorised disclosures or transfers of personal information in terms of Section 72 of POPI, personal information may be disclosed to recipients in countries that do not have the same level of protection for personal information as South Africa does.

13.6. The following Security measures are implemented by the Company:

13.6.1. The Company implements numerous Security measures to protect personal information that is stored electronically and physically.

13.6.2. The Company ensures that appropriate security measures are taken and updates these measures on a regular basis.

13.6.3. The Company have also implemented various policies for additional security for personal information stored both physically and electronically.

13.7. The personal information that is stored physically is protected as follows:

13.7.1. Where physical records of the data exist, such records will be stored in a secure area that can be 'locked-away' as to avoid a breach of the personal information.

13.7.2. Such physical data records will be 'locked-away' and secured when not in use.

13.8. The Company may share personal information with third parties and in certain instances this may result in cross border flow of the personal information. The personal information will always be subject to protection, not less than the protection it is afforded under the POPI.

13.9. Objection to the processing of personal information by a data subject:

13.9.1. Section 11(3) of POPI and regulation 2 of the POPI regulations provides that a data subject may, at any time object to the processing of their personal information in the prescribed form attached to this manual as **ANNEXURE "C".**

13.10. Request for correction or deletion of personal information:

13.10.1. Section 24 of POPI and regulation 3 of the POPI regulations provides that a data subject may request for their personal information to be corrected and/or deleted in the prescribed form attached hereto as **ANNEXURE "D".**

13.10.2. Regulation 8 of the POPI regulations provides for requests the outcomes of requests and of fees payable in the prescribed form attached hereto as **ANNEXURE "E".**

SIGNATURE INFORMATION OFFICER: 

DATE: 10 November 2025