NADIA DU TOIT
CLINICAL PSYCHOLOGIST

PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

DATE OF COMPILATION: 10/06/2025
DATE OF REVISION: 10/08/2026

Introduction to the Practice

Nadia du Toit Clinical Psychologist is a private psychology practice. Th practice is conducted in accordance with the requirements of the Health Professions Act 56 of 1974 and is subject to the authority of the Health Professions Council of South Africa (HPCSA). Nadia du Toit is registered with the HPCSA and provides psychological services within the scope of her registration, competence and training. The practitioner is bound by the Ethical Rules issued by the HPCSA, which include the duty to preserve patient confidentiality.

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	**"IO"**	Information Officer;
1.2	**"Minister"**	Minister of Justice and Correctional Services;
1.3	**"PAIA"**	Promotion of Access to Information Act No. 2 of 2000(as Amended;
1.4	**"POPIA"**	Protection of Personal Information Act No.4 of 2013;
1.5	**"Regulator"**	Information Regulator; and
1.6	**"Republic"**	Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

2.1 check the categories of records held by a body 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 body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;

2.3 know the description of the records of the body which are available in accordance with any other legislation;

2.4 access all the relevant contact details of the Information Officer and Deputy 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 body 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 description of the categories of data subjects and of the information or categories of information relating thereto;

2.8 know the recipients or categories of recipients to whom the personal information may be supplied;

2.9 know if the body 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

2.10 know whether the body 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 THE NADIA DU TOIT CLINICAL PSYCHOLOGIST

3.1. Chief Information Officer

Name:	Nadia du Toit
Tel:	064 524 0220
Email:	ndtpsychologist@gmail.com

3.3 Access to information general contacts

Email:	ndtpsychologist@gmail.com

3.4 Office

Postal Address: 11 AG Visser St, Langenhovenpark, Bloemfontein, 9301

Physical Address:	11 AG Visser St, Langenhovenpark, Bloemfontein, 9301
Telephone:	064 524 0220
Email:	ndtpsychologist@gmail.com
Website:	www.ndtpsychologist@gmail.com

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. The Regulator 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 Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1. the Information Officer of every public body, and

4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA[1] and section 56 of POPIA[2];

4.3.3. the manner and form of a request for-

4.3.3.1. access to a record of a public body contemplated in section 11[3]; and

4.3.3.2. access to a record of a private body contemplated in section 50[4];

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[1] Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

[2] *Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

[3] *Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

[4] *Section 50(1) of PAIA- A requester must be given access to any record of a private body if-*
a) that record is required for the exercise or protection of any rights;
b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;

4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.6. 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, including the manner of lodging-

4.3.6.1. an internal appeal;

4.3.6.2. a complaint to the Regulator; and

4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

4.3.7. the provisions of sections 14[5] and 51[6] requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.8. the provisions of sections 15[7] and 52[8] providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

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[5] *Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.*

[6] *Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.*

[7] *Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access*

[8] *Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access*

4.3.9. the notices issued in terms of sections 22[9] and 54[10] regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92[11].

4.4. 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.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (https://www.justice.gov.za/inforeg/).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1 Afrikaans and English

5. RECORDS

The practice holds the following categories of records:

Category of records	Types of the Record
Records relating to the form of practice	Documents related to the establishment of the practice; governance documents (e.g. practice policies); practice code number, registration and other related documents

[9] *Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.*

[10] *Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.*

[11] *Section 92(1) of PAIA provides that –"The Minister may, by notice in the Gazette, make regulations regarding-*
(a) any matter which is required or permitted by this Act to be prescribed;
(b) any matter relating to the fees contemplated in sections 22 and 54;
(c) any notice required by this Act;
(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
(e) any administrative or procedural matter necessary to give effect to the provisions of this Act."

Patient records	Medical records; patient forms; reports and motivations related to medical claims; payment-related records; correspondence
Financial records	South African Revenue Services (SARS) registration; Annual Financial Statements; Auditor's reports'; accounting records; invoices, statements and related documents.
Agreements	Agreements (and related documentation) with contractors, consultants, suppliers and vendors.
Public and private body records	Documents published in the public domain; correspondence.
Insurance records	Insurance policies and related records, including in respect of professional indemnity cover; claims records.

6. DESCRIPTION OF THE RECORDS OF NADIA DU TOIT CLINICAL PSYCHOLOGIST WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
PAIA Manual	Promotion of Access to Information Act 2 of 2000
	Protection of Personal Information Act 4 of 2013
	National Health Act 61 of 2003
	Consumer Protection Act 68 of 2008
	Children's Act 38 of 2005

7. RECORDS AUTOMATICALLY AVAILABLE

No notice has been submitted by the practice to the Minister of Justice and Correctional Services regarding the categories of records, which are available without a person having to request access in terms of Section 52(2) of PAIA. However, the information on the website of the practice is automatically available without having to request access in terms of PAIA. Access and usage of the information on the website are subject to the Website Terms and Conditions as well as the Privacy Statement of the practice.

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

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

1. to conduct and manage the practice in accordance with the law, including the administration of the practice and claiming and collecting payment for services rendered;
2. for treatment and care of patients, including referrals to other practitioners and reporting to referring practitioners;
3. for communication purposes;
4. for the maintenance of practice records and patients' medical records;
5. for employment and related matters of employees and other practitioners;
6. for reporting to persons and bodies as required and authorised in terms of the law or by the data subjects;
7. for historical, statistical and research purposes;
8. for proof;
9. for enforcement of the practice's rights; and/or
10. for any other lawful purpose related to the activities of a private psychology practice.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

The practice holds the categories of records and personal information in respect of the categories of data subjects specified below. The potential recipients of the personal information processed by the practice are also specified. Information and records are only disclosed as may be necessary in the circumstances and authorised in terms of the law or otherwise with the consent of the relevant data subjects.

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Categories of Data Subjects	Personal Information that may be processed	Potential Recipients
Practitioners and Employees	Names and surnames; Curriculum Vitae (CV); contact details; identity numbers/date of birth; race; gender; nationality; qualifications; registered professions and category of registration; statutory council registration numbers; position and job description; bank details; relevant health information and information on criminal behaviour; complaint and disciplinary-related information;	Practice owners; SARS; relevant statutory and other public bodies; the Board of Healthcare Funders of SA (BHF); Companies and Intellectual Property Commission (CIPC); funders; contractors and suppliers; patients; bodies performing peer review and clinical practice audits; banks; professional societies; vetting agencies; hospitals; members of the public, legal and professional advisers; auditors; executors of estates; purchaser of practice.
Patients	Names and surnames; contact details; identity numbers/dates of birth; race; gender; employers and their contact details; medical history; health information, including diagnoses, procedures performed and special investigation reports, referral notes, complaint-related information; compliments; clinical trial information;	Relevant statutory and other public bodies; funders (e.g. medical schemes); bodies performing peer review and clinical practice audits; hospitals; legal and professional advisers; auditors; executors of estates; next-of-kin; credit

Categories of Data Subjects	Personal Information that may be processed	Potential Recipients
	opinions; next-of-kin details; correspondence.	bureaus; debit collectors; purchaser of practice
Referring Practitioners	Names and surnames; contact details; practice code numbers; practice-related information; qualifications; registered professions; correspondence.	Relevant statutory and other public bodies; funders; bodies performing peer review; hospitals; auditors; purchaser of practice.
Hospitals/Health Care Facilities	Names; contact details; relevant staff/office bearer details; website addresses; correspondence; market information; group structures; hospital/facility privilege-related information.	Auditors; legal and professional advisers; funders; purchaser of practice.
Contractors, Vendors and Suppliers	Names and surnames; organisation names and details; relevant staff/office bearer details; contact details; website addresses; opinions; correspondence; market information; price structures; financial arrangements; bank details;	Banks; auditors; legal and professional advisers; funders; purchaser of practice.
Insurers	Names and contact details; premiums; correspondence.	Auditors; legal and professional advisers; relevant public bodies; purchaser of practice.
Public and private bodies	Names; contact details; office bearers; fee/benefit structures; rules; information published in public domain; payment related	Legal and professional advisers; patients; debt collectors; auditors; public; employees;

Categories of Data Subjects	Personal Information that may be processed	Potential Recipients
	information (e.g. remittances, statements); correspondence.	purchaser of the practice.

8.3 Planned transborder flows of personal information

The practice stores electronic information, including personal information of data subjects, in the "cloud", the servers of which may be located outside of the borders of the Republic of South Africa. Due care is taken in the selection of appropriate cloud service providers to ensure compliance with the law and protect the privacy of data subject. The practice is not planning to send any other personal information about any data subject to any other third party in a foreign country. Should this be required, relevant data subject consent will be obtained, where required, and transfers of such information will occur in accordance with the requirements of the law.

8.4 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

The practice is committed to ensuring the security of the personal information in its possession or under its control in order to protect it from unauthorised processing and access as well as loss, damage or unauthorised destruction. It continually reviews and updates the security, integrity and confidentiality of this information in accordance with industry best practices. The measures it adopts to ensure the security of personal information, includes technical and organisational measures and internal policies to prevent unauthorised access, loss or use of personal information, for example, the physical securing of the offices where information is held; locking cabinets with physical records; passwords are regularly updated; sever access control; and off-site data back-ups. In addition, only those practitioners and employees that require access to the information to treat patients and discharge their functions are permitted access to the relevant information and only if they have concluded agreements with or provided undertakings to the practice requiring them to implement appropriate security measures and to maintain the confidentiality of

the information. Contractors are required to adhere to the strict policies and processes implemented by the practice and are subject to sanctions for any security breach. All security breaches are taken seriously and are addressed in accordance with the law.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.ndtpsychologist.com

9.1.2 head office of Nadia du Toit Clinical Psychologist for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

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

10. UPDATING OF THE MANUAL

The head of Nadia du Toit Clinical Psychologist will on a regular basis update this manual.

Issued by

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Nadia du Toit

Annexure A: Information and Record Request Form

https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf

Annexure B: Fees

https://www.sahrc.org.za/home/21/files/PAIA%20Notice%20on%20fees.pdf