Manual in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA) and the Protection of Personal Information Act 4 of 2013 (POPIA)

PAIA and POPIA Manual

Dr GC Macintosh Inc.

Registration number 2022/525916/21 · AHPCSA Reg. No. A12233

Version	Version 2.0 (replaces the September 2025 manual)
Date	24 November 2026
Next review	November 2027, or sooner if anything in this manual changes
Available at	www.drmacintosh.co.za and at our premises

1. About this manual

1.1 PAIA gives everyone the right to request access to records held by a private body when the record is needed to exercise or protect a right. POPIA regulates how personal information is collected, used, stored and shared.

1.2 This manual:

- identifies the Practice and its Information Officer;
- explains how to ask for access to a record and what it costs;
- describes the records we hold, including records we keep because other laws require it;
- explains what personal information we process, why, who receives it, whether it leaves South Africa and how we protect it; and
- explains your rights under POPIA and how to use them.

1.3 In this manual, “the Practice”, “we”, “us” and “our” mean Dr GC Macintosh Inc.. Words defined in PAIA or POPIA have the same meaning here.

2. Our details

Legal name	Dr GC Macintosh Inc.
Registration number	2022/525916/21
Type of body	Personal liability company (Inc.) under the Companies Act 71 of 2008
AHPCSA registration	A12233
Practice number	0898724 / 1074474
Dispensing licence	GP1-237D-0
Nature of business	Healthcare practice providing homeopathy, acupuncture and electroacupuncture consultations, and dispensing remedies
Physical address	1st Floor, Virgo Centre, 108 Andries Pretorius Road, Edenvale, Gauteng, 1610
Postal address	1st Floor, Virgo Centre, 108 Andries Pretorius Road, Edenvale, Gauteng, 1610
Telephone / WhatsApp	083 607 4653 (+27 83 607 4653)
Email	info@drmacintosh.co.za
Website	www.drmacintosh.co.za

3. Information Officer

3.1 The director of Dr GC Macintosh Inc. is the head of the Practice and its Information Officer under section 1 of PAIA and section 55 of POPIA. No Deputy Information Officer has been appointed; the Information Officer handles all PAIA and POPIA requests personally.

Information Officer	Dr Graeme Cheyne Macintosh
Capacity	Director and head of the Practice
Physical and postal address	1st Floor, Virgo Centre, 108 Andries Pretorius Road, Edenvale, Gauteng, 1610
Email	info@drmacintosh.co.za
Telephone / WhatsApp	083 607 4653 (+27 83 607 4653)

3.2 Please send all requests, objections and complaints about personal information to the Information Officer using the details above.

4. The Information Regulator’s guide

4.1 The Information Regulator has published a guide, in each official language, on how to use PAIA and POPIA. It explains, among other things, how to request access to a record, the fees, the help available from the Regulator and the remedies available if a request is refused.

4.2 You can get the guide from the Regulator’s website (https://inforegulator.org.za, under PAIA resources), by contacting the Regulator, or by asking our Information Officer for a copy (PAIA Form 1). A copy can be inspected at our premises during business hours.

4.3 The Information Regulator’s contact details are:

Physical address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Postal address	PO Box 31533, Braamfontein, Johannesburg, 2017
Telephone	010 023 5200
General enquiries	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
POPIA complaints	POPIAComplaints@inforegulator.org.za
Website	https://inforegulator.org.za

5. Records available without a formal request

5.1 The following are freely available, without a PAIA request or fee:

- This manual and our privacy notice (on our website and at our rooms)

- Information on our website: services, practitioner details, consulting hours and contact details
- Our fee list and practice information sheets, on request
- Our professional registration details (AHPCSA, practice number and dispensing licence)

5.2 Patients who want a copy of their own clinical record or account can simply ask the Information Officer. We will verify your identity and provide the record in line with the National Health Act and POPIA; no PAIA request fee is charged, although reasonable copying costs may apply. A parent or guardian may request a child's record where the law allows.

6. Records we hold

6.1 Annexure A lists the subjects on which we hold records and the categories of records under each subject. Listing a record does not mean access will be granted: every request is assessed against the grounds for refusal in section 9.

6.2 Annexure B lists the laws under which we keep records. Some of these laws give certain people a right of access to particular records outside PAIA.

7. How to request access to a record

7.1 Complete PAIA Form 2 (Request for Access to Record), which is available from the Information Officer or at https://inforegulator.org.za/paia-forms. Send it to the Information Officer by email or deliver it to our physical address.

7.2 The request must give enough detail for us to identify:

- the record(s) requested;
- the identity of the requester (attach a copy of your ID);
- the form and manner of access you want;
- your email, postal address or other contact details; and
- the right you want to exercise or protect, and why the record is needed for that right.

7.3 If you request on behalf of someone else, attach proof of your authority to act for that person.

7.4 If you cannot complete the form because of illiteracy or disability, you may make the request orally and the Information Officer will help you.

7.5 We will decide on the request within 30 days of receiving it, and tell you the outcome in writing with reasons if access is refused. We may extend this period once by up to 30 days if the request is for a large number of records or needs a search that cannot reasonably be completed in 30 days; we will tell you in writing before the first 30 days end. If we do not respond in time, the request is regarded as refused.

7.6 If a record cannot be found after a reasonable search, or does not exist, we will tell you by affidavit, setting out the steps taken to find it.

7.7 If the record contains information about a third party, we will notify that third party as PAIA requires before deciding.

8. Fees

8.1 A **personal requester** (someone asking for their own personal information) does not pay the request fee, but may be charged the reproduction costs in Annexure C.

8.2 Every other requester must pay the request fee of R140.00 before we process the request.

8.3 If access is granted, an access fee is payable for reproduction and for search and preparation time beyond the first hour, as set out in Annexure C. If the search will take more than six hours, we may ask for a deposit of up to one third of the access fee. A deposit is refunded if access is refused. Records are released once the access fee has been paid.

8.4 You may apply to be exempted from fees; give your reasons on Form 2.

8.5 Inspecting this manual is free. Printed copies are charged at the photocopy rate in Annexure C.

9. Grounds on which a request may be refused

9.1 Chapter 4 of Part 3 of PAIA sets out the grounds on which a private body must or may refuse access. In summary, we may refuse access where this is needed for:

- the mandatory protection of the privacy of a third party who is a natural person, including a deceased person (section 63); this includes patients' health records, which are confidential under the National Health Act and our professional rules;
- the mandatory protection of commercial information of a third party (section 64);
- the mandatory protection of certain confidential information of a third party (section 65);
- the mandatory protection of the safety of individuals and the protection of property (section 66);
- the mandatory protection of records privileged from production in legal proceedings (section 67);
- the protection of the Practice's own commercial information (section 68); and
- the protection of research information (section 69).

9.2 Access must nevertheless be granted where PAIA's public-interest override applies (section 70). Where only part of a record may be refused, we will give access to the rest of it (section 59).

10. If you are not satisfied with our decision

10.1 the Practice does not have an internal appeal procedure. The Information Officer's decision is final within the Practice.

10.2 If your request is refused, or you are unhappy with the fees, the time extension or the form of access, you may within 180 days of being notified of the decision:

- lodge a complaint with the Information Regulator (section 77A of PAIA), using PAIA Form 5 (Complaint Form) available at https://inforegulator.org.za; or
- apply to court for appropriate relief (section 78 of PAIA).

11. How we process personal information (POPIA)

11.1 the Practice is a responsible party under POPIA. We process personal information lawfully and only for the purposes set out below, collect only what we need, keep it accurate and secure, and keep it only as long as we need to or as the law requires. Our privacy notice at www.drmacintosh.co.za/privacy-policy explains this in plain language.

11.2 Purposes of processing

- To book, confirm, remind you of and manage appointments
- To take a case history, diagnose, treat and care for patients, and to keep clinical records as our professional rules and the law require
- To prescribe, compound and dispense remedies, and keep dispensing records
- To invoice, receive payment and, at the patient's request, submit claims to medical schemes
- To refer patients to, or receive referrals from, other health professionals with the patient's consent
- To arrange cover by a registered colleague when the Practice is closed
- To answer enquiries received by phone, WhatsApp, email or our website
- To send practice notices (such as holiday closures) and, only with consent, health tips or offers
- To employ and pay our cleaning staff, and to engage and pay suppliers
- To keep our website, systems and records secure and to comply with the law, including tax, health and professional-body requirements

11.3 Categories of data subjects and the personal information we process

Data subject	Personal information processed
Patients (adults)	Name, ID or passport number, date of birth, sex, contact details, address, emergency contact, medical scheme and membership details, case history, symptoms, diagnoses, treatment and consultation notes, remedies prescribed and dispensed, test results and referral letters, appointment and account history, communications
Patients who are children	As above, with the details of the parent or guardian who consents and accompanies the child
Parents, guardians and medical scheme main members	Name, contact details, ID number, relationship to the patient, medical scheme membership and account details
Other health professionals	Name, practice and registration details, contact details, referral correspondence
Website visitors and enquirers	Name, contact details and message content; basic website usage and cookie data
Cleaning staff and applicants	Name, ID number, contact details, contract, remuneration, bank, tax and UIF details, leave records
Suppliers and service providers	Company and contact person details, registration and VAT numbers, bank details, contracts and invoices

11.4 Special personal information and children's information

Health information is special personal information. We process it because it is necessary for the proper treatment and care of the patient by a health professional bound by a duty of confidentiality (section 32(1)(a) of POPIA), or with the patient's consent (section 27(1)(a)). Only the practitioner has access to clinical records; the Practice has no clinical or administrative staff.

We process a child's personal information only with the consent of a parent or guardian, or where otherwise permitted by section 35 of POPIA. A parent or guardian may exercise the child's rights under POPIA and PAIA on the child's behalf, subject to the child's own rights under the Children's Act and the National Health Act.

We do not use patients' health information for marketing, and we do not share it with anyone else without consent unless the law requires it.

11.5 Who receives personal information

Recipient	Why and what
Medical schemes	Only at the patient's request: claim details (diagnosis codes, treatment, fees)
Other health professionals	Referral letters and relevant clinical information, with the patient's consent or where needed for urgent care
Registered locum or covering colleague	Clinical information needed to care for patients during closures
Operators (service providers)	Online booking and practice-management system (MyGC), website host (Wix), email and messaging providers (including WhatsApp), payment providers, accountant, and IT support: only the information each needs to provide its service
Laboratories and suppliers	Information needed to fulfil a test or remedy order
Authorities and regulators	SARS, the AHPCSA, the Department of Health or a court, only where the law requires it

We do not sell or rent personal information. Our service providers (operators) process personal information only on our instructions and must keep it confidential and secure (sections 20 and 21 of POPIA).

11.6 Transfers outside South Africa

Some of our service providers store or process information on servers outside South Africa:

Provider	Where information may be stored or processed
Wix.com (website and contact forms)	Wix is based in Israel and hosts data mainly in the United States and Europe
WhatsApp (Meta)	Messages are end-to-end encrypted; service data is processed in the United States and other countries
Email and cloud storage providers	May store email and files outside South Africa, for example in Europe or the United States

These transfers are permitted under section 72 of POPIA because the providers are bound by laws or binding terms that provide an adequate level of protection, and the transfers are necessary to provide the service you asked for or to perform a contract in your interest. Our practice-management and booking system (MyGC) is hosted in South Africa, so clinical records are not transferred outside South Africa.

11.7 How we protect personal information

- Paper records are kept in locked storage at our rooms, which are locked when unattended
- Electronic records are kept in password-protected systems and devices; two-step verification is used where available
- Clinical and account records are accessed only by the practitioner; cleaning staff have no access to records or systems
- Our website and booking system use encrypted (HTTPS) connections; card payments are processed by the payment provider and we do not store card numbers
- Operators must keep information confidential and secure and report any breach to us
- Records are destroyed securely (shredding or permanent deletion) at the end of their retention period

If we have reasonable grounds to believe that personal information has been accessed or acquired by an unauthorised person, we will notify the Information Regulator and the affected data subjects as soon as reasonably possible (section 22 of POPIA).

11.8 How long we keep records

Record	Retention period
Adult patient clinical records	At least 6 years after the last consultation, or longer if the AHPCSA rules or the law require
Records of patients who were children at the time of treatment	Until the patient turns 21, and at least 6 years after the last consultation, whichever is later
Dispensing and prescription records	At least 5 years (Medicines and Related Substances Act)
Accounting, invoices and tax records	5 years from the date of submission of the related return (Tax Administration Act)
Employment records	At least 3 years after employment ends (Basic Conditions of Employment Act), and 5 years for tax records
Enquiries and messages that are not part of a patient record	Up to 2 years, then deleted
Marketing consent records	While consent applies and 2 years after it is withdrawn

When a retention period ends, records are destroyed or deleted securely, or de-identified.

12. Your rights under POPIA

12.1 You have the right to:

- be told when your personal information is collected, and when it has been accessed or acquired by an unauthorised person;

- ask whether we hold personal information about you and request access to it (requests are handled under this manual; personal requesters pay no request fee);
- ask us to correct or delete personal information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully, or to destroy a record we are no longer allowed to keep (section 24; POPIA Regulations Form 2);
- object to processing on reasonable grounds and to processing for direct marketing (section 11(3); POPIA Regulations Form 1);
- withdraw consent at any time, without affecting processing that took place before the withdrawal;
- not to receive unsolicited electronic direct marketing without your consent — you can opt out of our messages at any time, for example by replying STOP; and
- complain to the Information Regulator (POPIAComplaints@inforegulator.org.za) and to institute civil proceedings.

12.2 To use these rights, contact the Information Officer. The POPIA forms are available from the Information Officer or the Regulator's website, but a clear written request (including by email) is enough. We may ask you to confirm your identity before acting. We will respond as soon as reasonably possible and within the periods set by law.

13. Availability and updates

13.1 This manual is available on our website at www.drmacintosh.co.za, at our premises at 1st Floor, Virgo Centre, 108 Andries Pretorius Road, Edenvale, Gauteng, 1610 for inspection during business hours free of charge, and from the Information Officer on request. A copy will be given to the Information Regulator on request.

13.2 We review this manual at least once a year and whenever our details, records or processing change. The latest version on our website applies.

Approved by Dr Graeme Cheyne Macintosh, Director and head of the Practice and Information Officer, on 24 November 2026.

Annexure A: Subjects and categories of records held

Subject	Categories of records
Patient care	Patient registration and consent forms, case histories, consultation and treatment notes, prescriptions and dispensing records, referral letters, reports and results, appointment records
Patient accounts	Invoices, receipts, statements, medical scheme claims and remittances
Professional and regulatory	AHPCSA registration, practice number, dispensing licence, professional indemnity cover, continuing professional development records
Company and governance	Memorandum of Incorporation, registration certificate, director records, CIPC annual returns, minutes and resolutions, policies including this manual and the privacy notice
Finance and tax	Accounting records, bank statements, supplier invoices, tax returns and assessments, VAT records (if registered)
Human resources	Employment contract and records of our cleaning staff, payroll, PAYE, UIF and SDL records, leave records
Suppliers and operators	Supplier contracts and invoices, operator agreements, service-level and software agreements
Premises and safety	Lease, insurance, health and safety records, stock and medicine registers
Communications and website	Correspondence, website content, marketing material, marketing consent records

Annexure B: Legislation under which records are kept

Records are kept in terms of the following laws, as amended. Where one of these laws gives a person a right of access to a record, that right may be used in addition to PAIA. This list may not be complete; a requester who relies on another law should say so on Form 2.

- Allied Health Professions Act 63 of 1982 and the AHPCSA rules
- National Health Act 61 of 2003
- Medicines and Related Substances Act 101 of 1965
- Medical Schemes Act 131 of 1998
- Children’s Act 38 of 2005
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002
- Companies Act 71 of 2008
- Income Tax Act 58 of 1962
- Tax Administration Act 28 of 2011
- Value-Added Tax Act 89 of 1991
- Basic Conditions of Employment Act 75 of 1997
- Labour Relations Act 66 of 1995
- Employment Equity Act 55 of 1998
- Unemployment Insurance Act 63 of 2001 and Unemployment Insurance Contributions Act 4 of 2002
- Skills Development Levies Act 9 of 1999
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Occupational Health and Safety Act 85 of 1993
- Prescription Act 68 of 1969

Annexure C: Fees for private bodies

As prescribed in Annexure B of the Regulations relating to the Promotion of Access to Information, 2021. Amounts include VAT where applicable and change if the Regulations are amended.

Item	Description	Amount
1	Request fee payable by every requester other than a personal requester	R140.00
2	Photocopy of an A4-size page	R2.00 per page or part of a page
3	Printed copy of an A4-size page	R2.00 per page or part of a page
4	Copy in a computer-readable form on: (i) flash drive (provided by the requester); (ii) compact disc provided by the requester; (iii) compact disc provided to the requester	(i) R40.00; (ii) R40.00; (iii) R60.00
5	Transcription of visual images, per A4-size page	Outsourced; cost as quoted by the service provider
6	Copy of visual images	Outsourced; cost as quoted by the service provider
7	Transcription of an audio record, per A4-size page	R24.00
8	Copy of an audio record on: (i) flash drive (provided by the requester); (ii) compact disc provided by the requester; (iii) compact disc provided to the requester	(i) R40.00; (ii) R40.00; (iii) R60.00
9	Search for and preparation of the record for disclosure, for each hour or part of an hour, excluding the first hour	R145.00 per hour, to a maximum of R435.00
10	Deposit, if the search exceeds six hours	One third of the access fee
11	Postage, email or other electronic transfer	Actual cost, if any

Annexure D: Forms

Form	Use
PAIA Form 1	Request for a copy of the Information Regulator’s guide from an Information Officer
PAIA Form 2	Request for access to record
PAIA Form 3	Outcome of request and of fees payable (completed by us)
PAIA Form 5	Complaint to the Information Regulator
POPIA Form 1	Objection to the processing of personal information (section 11(3))
POPIA Form 2	Request for correction or deletion of personal information or destruction of a record (section 24)

All forms are available free of charge from the Information Officer (info@drmacintosh.co.za) and from the Information Regulator’s website (https://inforegulator.org.za/paia-forms).