

# **PAIA MANUAL**



## **ELECTRONIC LABORATORY SERVICES**

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

**DATE OF COMPILATION: 02/09/2025  
DATE OF REVISION: new**

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	<b>CEO</b>	Chief Executive Officer
1.2	<b>“DIO”</b>	Deputy Information Officer;
1.3	<b>“IO”</b>	Information Officer;
1.4	<b>“Minister”</b>	Minister of Justice and Correctional Services;
1.5	<b>“PAIA”</b>	Promotion of Access to Information Act No. 2 of 2000(as Amended;
1.6	<b>“POPIA”</b>	Protection of Personal Information Act No.4 of 2013;
1.7	<b>“Regulator”</b>	Information Regulator; and
1.8	<b>“Republic”</b>	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 Electronic Laboratory Services PTY Ltd.**

#### **3.1. Information Officer**

Name: John Sole

Tel: 011-358-0893

Email: [john.sole@elab.co.za](mailto:john.sole@elab.co.za)

Fax number: N/A

#### **3.2. Deputy Information Officer**

Name: N/A

Tel:

Email:

Fax Number: N/A

### 3.3 Access to information general contacts

Email: *helpdesk@elab.co.za*

### 3.4 Head Office

Postal Address:

PO Box 291238,  
Melville,  
Johannesburg  
2109

Physical Address:

21 Napier Road  
Richmond  
Johannesburg  
2092

Telephone: 011 358-0893

Email: *helpdesk@elab.co.za*

Website: *www.elab.co.za*

## 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<sup>1</sup> and section 56 of POPIA<sup>2</sup>;

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<sup>3</sup>; and

4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;

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-

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<sup>1</sup> 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.*

<sup>2</sup> 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.*

<sup>3</sup> 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.*

<sup>4</sup> 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.*

4.3.6.1. 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<sup>5</sup> and 51<sup>6</sup> 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<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92<sup>11</sup>.

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<sup>5</sup> 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.

<sup>6</sup> 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.

<sup>7</sup> 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

<sup>8</sup> 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

<sup>9</sup> 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.

<sup>10</sup> 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.

<sup>11</sup> 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.”

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 English and Sesotho.

## **5. CATEGORIES OF RECORDS OF ELECTRONIC LABORATORY SERVICES WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

No records are freely available without a request for access as contemplated in terms of Section 53(2) of the Act.

## **6. DESCRIPTION OF THE RECORDS OF ELECTRONIC LABORATORY SERVICES WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

Records being held in accordance with the following legislation are available (note: this list is not exhaustive):

- 6.1. Basic Conditions of Employment Act 75 of 1997
- 6.2. Companies Act 71 of 2008
- 6.3. Compensation for Occupational Injuries and Diseases Act 130 of 1993
- 6.4. Employment Equity Act 55 of 1998
- 6.5. Income Tax Act 58 of 1962
- 6.6. Labour Relations Act 66 of 1995
- 6.7. Occupational Health and Safety Act 85 of 1993
- 6.8. Skills Development Act 97 of 1998
- 6.9. Unemployment Insurance Act 30 of 1966
- 6.10. Value-Added Tax Act 89 of 1991
- 6.11. Protection of Personal Information Act 4 of 2013
- 6.12. Promotion of Access to Information Act 2 of 2000
- 6.13. National Health Act 61 of 2003 and regulations thereto.
- 6.14. Health Professions Act 56 of 1974
- 6.15. Children's Act 38 of 2005

- 6.16. National Health Laboratory Service Act 37 of 2000
- 6.17. Nursing Act 50 of 1978
- 6.18. Allied Health Professions Act 63 of 1982
- 6.19. Health Professions Council of South Africa – Ethical Rules, regulations and guidelines.
- 6.20. Human Tissue Act 65 of 1983
- 6.21. International Organisation for Standardisation – ISO 15189
- 6.22. South African National Accreditation System
- 6.23. National Environmental Management: Waste Act 59 of 2008 and regulations thereto.
- 6.24. Any other legislation relevant to the business concerned.

## 7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY ELECTRONIC LABORATORY SERVICES

Subjects on which the body holds records	Categories of records
<b>Finance Department</b>	Financial records Statutory company information Records relating to fixed and movable property The Annual Reports Audited/Un-audited financial statements
<b>Human Resources</b>	Personnel information Biometric Information
<b>Pathology</b>	Health records and other related information Personal information Special Personal Information Genetic Information
<b>Risk Department</b>	Legal proceedings Insurance contracts Claims documentation
<b>Procurement Department</b>	Commercial contracts
<b>Marketing Department</b>	Company web page

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

We process the personal information to:

- uphold good corporate governance;
- provide our goods or supply our services;
- better understand our data subjects' needs when doing so;
- keep our data subject records up to date;



- manage employees in general;
- manage supplier contracts in general;
- manage customers (patients) in general;
- retain records;
- enforce debts; and
- process customer (patient) requests or complaints.

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

Categories of Data Subjects	Personal Information that may be processed
<b>Customers / Clients</b>	Name, address, registration numbers or identity numbers, bank details, special personal information.
<b>Service Providers</b>	Name, registration number, vat numbers, address, bank details.
<b>Employees</b>	Name, address, qualifications, gender and race, bank details, occupational health records.

## 8.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal Information	Recipients or Categories of Recipients to whom the personal information may be supplied
<b>Identity number and names, for criminal checks</b>	Third party service provider for criminal checks.
<b>Qualifications, for qualification verifications</b>	South African Qualifications Authority
<b>Credit and payment history, for credit information</b>	Credit Bureaus, Debt Collectors
<b>Identity number and names</b>	Nursing Council, HPCSA
<b>Pathology samples, Identity number and names</b>	Referral laboratory service providers

## 8.4 Planned transborder flows of personal information

N/A

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

Data is secured by maintaining reasonable measures in order to protect personal information from loss, misuse, and unauthorized access, disclosure, alteration and destruction. We also take reasonable steps to keep personal information accurate, current, complete, confidential and reliable for its intended use.

**9. AVAILABILITY OF THE MANUAL**

9.1 A copy of the Manual is available-

9.1.1 on [www.elab.co.za](http://www.elab.co.za);

9.1.2 at the head office and regional offices of Electronic Lab Services 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

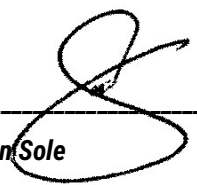
9.1.4 to the Information Regulator upon request.

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 Information Officer of Electronic Laboratory Services will on a regular basis update this manual.

***Issued by***

  
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***John Sole***  
***Information Officer***