	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06



**MANUAL PREPARED IN TERMS OF SECTION 51 OF THE
PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)**


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Table of Contents

Part A 3

Process Owners 3

Intent of this Manual..... 3

Responsibilities 3

Related Documents 4

Abbreviations and Definitions 4

Part B 4

1 Purpose and Scope..... 4

2 Information Required Under Section 51(1)(a) of the Act 5

3 Description of Guide Referred to In Section 10 5

4 Records Automatically Available 8

5 Subjects and Categories of Records held by SAMWUMED 9

6 Purpose of Processing of Personal Information..... 10

7 Data Subjects Categories and their Personal Information 11

8 Planned Recipients of Personal Information 11

9 Security Measures to Protect Personal Information 12

10 Detail on how to make a Request for Access..... 13

11 Decision 15

12 Remedies Available when SAMWUMED Refuses a Request for Information..... 15


13 Fees in Respect of Private Bodies..... 16

14 Availability of the Manual..... 17

Part C 18

Document History 18

Approval of Manual:..... 18

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

Part D 19

ANNEXURE A (FORM 1): REQUEST FOR A COPY OF THE GUIDE [Regulation 3] 19

ANNEXURE B (FORM 2): REQUEST FOR ACCESS TO RECORD [Regulation 7] 20

ANNEXURE C (FORM 3): OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 9ACT NO. 4 OF 2013) – REGULATIONS RELATION TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 2(1)]..... 25

ANNEXURE D (FORM 4): REQUEST FOR COLLECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) – REGULATIONS RELATION TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 3(2)] 27

ANNEXURE E (FORM 5): OUTCOME OF REQUEST AND OF FEES PAYABLE [Regulation 8] 30

PART A

Process Owners

SAMWUMED INFORMATION OFFICER
SAMWUMED EXCO

Intent of this Manual


- i. The Promotion of Access to Information Act (PAIA) requires all public and private bodies in South Africa to possess a Manual. The Manual essentially explains to interested persons or bodies how to gain access to records and information held by the Manual owner i.e., SAMWUMED.

Responsibilities

Area	Responsibility
Information Officer	Annual Review
SAMWUMED EXCO	Annual Review

Related Documents

- SAMWUMED Protection of Personal Information Act No.4 of 2013 (South Africa) (POPIA) Policy; and

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)		
	Author:	Information Officer	Issue Date: July 2025
	Approver:	Information Officer	Review Date: July 2026
	Doc. No:	APO014-06	Issue No: 06

- SAMWUMED Customer Privacy Notice.

Abbreviations and Definitions

Abbreviation / Term	Description / Definition
Data Subject	Any person who can be identified through name, online identifier, identity factor or similarly as a natural person.
EXCO	Executive Committee
IO	Information Officer
PO	Principal Officer
Personal Information	Information relating to an identifiable, living, natural person and, where applicable, an identifiable, existing juristic person.
SAMWUMED	South African Municipal Workers' Union National Medical Scheme.
The Scheme	South African Municipal Workers' Union National Medical Scheme.

PART B


1 Purpose and Scope

1.1. This Manual is compiled in accordance with Section 51 of the Act. It is intended to give a description of the records held by and on behalf of SAMWUMED; to stipulate grounds for refusal of access to any such records; to outline the procedure to be followed and the fees payable when requesting access to any of these records in the exercise of the right of access to information; with a view of enabling requestors to obtain records which they are entitled to in a quick, easy and accessible manner.

2 Information Required Under Section 51(1)(a) of the Act

SAMWUMED Information Officer: Francina Mosoeu

SAMWUMED Deputy Information Officer: Abigail Le Roux

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

Postal Address of SAMWUMED: P. O Box 134 Athlone 7760

Street Address of SAMWUMED: Cnr. Trematon & Lascelles Streets; Athlone 7760

Tel. No. of SAMWUMED: (021) 697 9500

Fax No. of SAMWUMED: (021) 696 3505

E-mail Address of SAMWUMED: legalcompliance@samwumed.org

3 Description of Guide Referred to In Section 10

3.1. A Guide has been updated and made available in terms of Section 10(1) of PAIA by the Information Regulator. It contains information in an easily comprehensible form and manner, as may be reasonably required by a person wishing to exercise any right contemplated by PAIA and POPIA. It is available in all of the official languages and braille.

3.2. The Guide is available for inspection or for copies to be made at the prescribed fee as outlined herein by interested persons at SAMWUMED offices, as well as at the office of the Information Regulator during normal working hours.


3.3. Kindly refer to the website of the Information Regulator for further information: <https://inforegulator.org.za>. Contact information for the Information Regulator is as follows: –

Address: JD House
27 Stiemens Street
Braamfontein
Johannesburg
0001


Contact No.: 010 023 5200

3.4. Records available in terms of other legislation are as follows: –


Act / Statute	Record(s)
Medical Schemes Act 131 of 1998	<ul style="list-style-type: none"> • Membership Records (S27) • Contribution Records (S25) • Benefit Claims and Payments (S59)

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

	<ul style="list-style-type: none"> • Board of Trustees Records (S16) • Annual Financial Statements (S35) • Regulatory Compliance and Reporting (S40; S42) • Marketing and Advertising Records [S35(7)] • Changes to Scheme Rules and Benefits (S33) • Audit and Compliance Records (S38) • Data Protection and Privacy Records (S61)
Labour Relations Act 66 of 1995	<ul style="list-style-type: none"> • Employee Information (S10; S29) • Wages and Payment Records (S32) • Working Hours (S9 – S10) • Disciplinary Records (S188) • Dismissals and Terminations (S186; S188; S191; S193) • Retrenchment and Redundancy (S189; S189A) • Collective Bargaining and Trade Union Records (S16; S64) • Dispute Resolution and Arbitration Records (S51 – S69) • Employment Equity Records (S27) • Health and Safety Records (S22)
Employment Equity Act 55 of 1998	<ul style="list-style-type: none"> • Employee Information (S19) • Employment Equity Plans and Reports (S20 – S22) • Wages and Employment Conditions (S6) • Consultation and Stakeholder Engagement (S16) • Training and Development Records [S20(2)(d); S28] • Disciplinary Records (S6; S9) • Promotions and Appointments [S6(2)(b)] • Terminations of Employment (S6; S8)

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

	<ul style="list-style-type: none"> • Designated Employer Records (S42) • Discrimination, Complaints and Investigations (S6; S17)
Basic Conditions of Employment Act 75 of 1997	<ul style="list-style-type: none"> • Employee Information (S29) • Wages and Payment Records (S31) • Working Hours (S9 – S13) • Leave Records (S20 – S23) • Terminations of Employment (S37 – S41) • Contracts of Employment and additional Agreements (S29; S40) • Occupational Health and Safety Records (S8) • Training and Development Records (S15) • Disciplinary Records (S23)
Protection of Personal Information 4 of 2013	<ul style="list-style-type: none"> • Personal Information Records (S11; S15) • Consent Records (S11) • Data Processing Records (S18) • Retention of Personal Information (S14) • Security of Personal Information (S19) • Data Subject Access Requests (S23 – S24) • Data Subject’s Right to Object [S11(3) – S12) • Data Protection Impact Assessments (S20) • Third-party Data Transfers and Contracts (S20 – S21) • Breach of Personal Information (S22) • Information Regulator’s Oversight (S41; S44)
Promotion of Access to Information Act 2 of 2000	<ul style="list-style-type: none"> • Records of Information Held by Public and Private Bodies (S14)

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

	<ul style="list-style-type: none"> • Access to Records (S11; S15; S18) • Records of Denied Access and Refusals (S63) • Manuals and Procedures for Access to Information (S15; S51) • Record of Fees Charged for Access (S54 – S55) • Exemptions from Disclosure (S33; S46) • Record of Information held by Private Bodies (S51) • Requests for Information and Responses (S18 – S19) • Appeals Process and Internal Reviews (S75) • Oversight by the Information Regulator (S41 – S47) • Training and Awareness Records (S86)
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The above is not an exhaustive list of statutes that may require SAMWUMED to keep records.

4 Records Automatically Available

4.1. No notice has been submitted by the Scheme at its discretion to the Information Regulator 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 business is automatically available without having to request access in terms of PAIA.

5 Subjects and Categories of Records held by SAMWUMED

- 5.1. General information about SAMWUMED can be accessed via the internet on www.samwumed.org which is available to all persons who have access to the internet.
- 5.2. The subjects on which the private body holds records and the categories on each subject in terms of Section 51(1)(e) are listed below. Please note that a requestor is not automatically allowed access to these records and that access to them may be refused in accordance with Sections 62 to 69 of the Act.

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

5.3. The accessibility of the documents listed below may be subject to the grounds of refusal set out below in this Manual. The information is classified and grouped according to records relating to the following subjects and categories:

5.3.1. Personnel Records

“Personnel” refers to any person who works for or provides services to or on behalf of SAMWUMED and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of SAMWUMED. This includes without limitation, Trustees, Principal Officer and all permanent, temporary and part-time staff, as well as contract workers. This further extends to personal records provided by personnel, records provided by a third party relating to personnel, conditions of employment and other personnel-related contractual and quasi-legal records, internal evaluation records and other internal records, correspondence relating to personnel and training schedules and material.

5.3.2. Client Related Records

5.3.2.1. A “client” refers to any natural or juristic entity that receives from SAMWUMED;


5.3.2.2. “Records” refer to:

- 5.3.2.2.1. Any records pertaining to the diagnosis, treatment or health of the clients of SAMWUMED and members for the medical scheme administered by Medscheme;
- 5.2.2.2.2. Records provided by a client to a third party acting for or on behalf of SAMWUMED;
- 5.2.2.2.3. Records provided by a third party;
- 5.2.2.2.4. Records generated by or within SAMWUMED relating to its clients.

5.3.3. Private Body Records

5.3.3.1. These records include, but are not limited to, the records which pertain to:

- 5.3.3.1.1. SAMWUMED’s own affairs.
- 5.3.3.1.2. Financial Records;
- 5.3.3.2.3. Operational Records;
- 5.3.3.2.4. Information Technology;
- 5.3.3.2.5. Communication;
- 5.3.3.2.6. Administrative records;

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

- 5.3.3.2.7. Product records;
- 5.3.3.2.8. Statutory records;
- 5.3.3.2.9. Internal Policies and Procedures; and
- 5.3.3.2.10. Human Resources.

5.3.4. Other Party Records


- 5.3.4.1. Personnel, customer, or private body records which are held by another party, as opposed to the records held by SAMWUMED itself.
- 5.3.4.2. Records held by SAMWUMED pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about SAMWUMED’s contractors/ suppliers.
- 5.3.4.3. SAMWUMED may possess records pertaining to other parties including, but not limited to, contractors, suppliers, and service providers and such other parties may possess records that can be said to belong to SAMWUMED.

6 Purpose of Processing of Personal Information

- 6.1. To support sales and marketing activities.
- 6.2. To render critical and appropriate services to Members.
- 6.3. To support recruitment and management of staff.
- 6.4. To support engagement with suppliers and service providers.
- 6.5. To support engagement with the general public.

7 Data Subjects Categories and their Personal Information

- 7.1. Members
Records of member life cycles including but not limited to personal and biographical information, Membership information, employment information, medical and health information, financial information, communication records and legal and regulatory documentation.
- 7.2. Employees:

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

Records of employee life cycles including but not limited to personal and biographical information, employment information, payroll and financial details, benefits and HR records, regulatory and compliance documents and IT and access information.

7.3. Suppliers:

Records of supplier life cycles including but not limited to business information, legal and compliance documentation, banking and payment information, supply/service specific information, performance and risk records and access and systems integration data.

7.4. Service Providers:

Records of service provider life cycles including but not limited to identification information, professional registrations and credentials, contractual and legal documentation, banking and financial details, performance and compliance monitoring data and IT and systems integration data.

7.5. General public:

Tracking general enquiries and website visits.

8 Planned Recipients of Personal Information

8.1. Statutory authorities

Council for Medical Schemes (CMS)

Information Regulator

Department of Employment and Labour

8.2. Law enforcement

South African Police Service (SAPS)

National Prosecuting Authority (NPA)

Local and Global Intelligence Agencies

8.3. Tax authorities

South African Revenue Service (SARS)


8.4. Medical schemes

As and when required.

8.5. Employee pension and provident funds

Old Mutual

8.6. Industry bodies

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

South African Local Bargaining Council (SALGBC)
 Board of Healthcare Funders (BHF)

9 Security Measures to Protect Personal Information

9.1. Physical security measures

The Scheme enforces controlled access to its premises.

Confidential records and documents depicting sensitive information are kept in the onsite strongroom, and in the offices of appropriately designated personnel behind lock and key.

The Scheme is contracted with a reputable service provider for off-site storage of physical records.

The Scheme is contracted with a reputable service provider for the periodical destruction of documents in line with its approved Data Protection and Destruction Policy and to which certified proof is provided and kept on record.

9.2. Cyber security measures

The Scheme has implemented several Internal policies and conducts regular Scheme-wide cyber-security awareness training and initiatives. User controlled access and multi-factor authentication have been implemented into all end-user systems with advanced threat protection software and data security protocols adopted. Internal specialist resources are appointed to ensure cyber-security resilience.

9.3. Training in information security


The Scheme conducts regular organisational information security training by way of various platforms, service provider offerings and in-house compliance efforts.

Further awareness is crated through regular posts and updates on internal information sharing platforms, regular company-wide e-mail reminders and physical signage and posters.

9.4. Policies information security

The Scheme has adopted numerous policies in order to properly govern information security which includes and is not limited to the Scheme’s approved POPIA Policy, Incident Response Plan Policy, Data Protection and Destruction Policy, Customer Privacy Notice, IT Security Incident Handling and Reporting Policy, Allocation of IT Devices Policy and Clean Desk Policy.

9.5. Audits of information security

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

The Scheme works closely with its appointed internal and external auditors to ensure that required information security safeguards are in place and of an acceptable standard.

Information security reports are regularly furnished to the SAMWUMED Board of Trustees and its statutory committees.

9.6. Transborder Informational Flows

SAMWUMED operates exclusively within the Republic of South Africa and as such, maintains no transborder informational flows. Where information is processed in foreign jurisdictions without the Scheme's knowledge, the Scheme shall undertake to ensure that such information is processed in line with POPIA and applicable legislative prescripts in so far as is practicably possible.

10 Detail on how to make a Request for Access

10.1. The requestor must complete Annexure B (Form 2) and submit this Form together with a request fee, to the head of SAMWUMED. The Form must be submitted to the head of SAMWUMED at their address, fax number, or electronic mail address as stated earlier in this Manual.

10.2 Form of request:

10.2.1. The requestor must use the prescribed Form, as attached in terms of Annexure B (Form 2) of this Manual, to make the request for access to a record. This must be made to the designated head. This request must be made to the address, fax number or electronic mail address of the body concerned [S 53(1)].


10.2.2. The requestor must provide sufficient detail on the request Form to enable the designated head to identify the record and the requestor.

10.2.3. The requestor should indicate which form of access is required.


10.2.4. The requestor should indicate if any other manner is to be used to inform the requestor and state the necessary particulars to be so informed [S 53(2)(a) and (b) and (c)].

10.2.5. The requestor must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise of protection of that right [S 53(2)(d)].

10.2.6. If a request is made on behalf of another person, the requestor must then submit proof of the capacity in which the requestor is making the request to the satisfaction of the designated head of the private body [S 53(2)(f)].

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
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	Doc. No:	APO014-06	Issue No:	06

- 10.2.7. A requestor who seeks access to a record containing personal information about that requestor is not required to pay the request fee.
- 10.2.8. Every other requestor, who is not a personal requestor, must pay the required request fee.
- 10.2.9. The designated head of the private body must notify the requestor (other than a personal requestor) by notice, requiring the requestor to pay the prescribed fee (if any) before further processing the request [S 54(1)].
- 10.2.10. The fee that the requestor must pay to a private body is currently R50.00. The requestor may lodge an application to the court against the tender or payment of the request fees [S 54(3)(b)].
- 10.2.11. After the designated head of the private body has made a decision on the request, the requestor must be notified in the required form.
- 10.2.12. If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [S 54(6)].
- 10.3. SAMWUMED may refuse a request for information on the following basis (Grounds for refusing a request):
 - 10.3.1. Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person.
 - 10.3.2. Mandatory protection of the commercial information of a third party, if the record contains:
 - 10.3.2.1. Financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party; and
 - 10.3.2.2. Information disclosed in confidence by a third party to SAMWUMED, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
 - 10.3.3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement or legislation.
 - 10.3.4. Mandatory protection of the safety of individuals and the protection of property.
 - 10.3.5. Mandatory protection of records which would be regarded as privileged in legal proceedings.

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06


- 10.3.6. The information contains proprietary information relating to the commercial activities of SAMWUMED which may include:
- 10.3.6.1. Trade secrets of SAMWUMED;
 - 10.3.6.2. Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of SAMWUMED;
 - 10.3.6.3. Information which, if disclosed, could put SAMWUMED at a disadvantage in negotiations or commercial competition;
 - 10.3.6.4. A computer program which is owned by SAMWUMED and which is protected by copyright;
 - 10.3.6.5. The research information of SAMWUMED or a third party, if its disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the research at a serious disadvantage.
- 10.3.7. Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources, shall be refused.

11 Decision

- 11.1. SAMWUMED will, within thirty (30) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
- 11.2. The thirty (30) day period within which SAMWUMED has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty (30) days if the request is for a large amount of information, or the request requires a search for information and the information cannot reasonably be obtained within the original (30) day period. The Information Officer will notify the requester in writing should an extension be sought.

12 Remedies Available when SAMWUMED Refuses a Request for Information

- 12.1. Internal Remedies
- 12.1.1. SAMWUMED does not have internal appeal procedures. Therefore, the decision made by the Information Officer is final. Requestors who are dissatisfied with a decision of the Information Officer will have to exercise external remedies at their disposal.


	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
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	Doc. No:	APO014-06	Issue No:	06

12.2. External Remedies

12.2.1. A requestor or a third party, who is dissatisfied with an Information Officer's refusal to disclose information, or the disclosed information may within thirty (30) days of notification of the decision, lodge a formal complaint together with Annexure E (Form 5) to the Information Regulator, failing which, a Court of law with the necessary and requisite jurisdiction to preside over the matter, or another court of similar status for relief.

13 Fees in Respect of Private Bodies

- 13.1. The following is a breakdown of the fees structure for purposes of determining the manner in which fees relating to a request for access to a record of a private body are to be calculated.
- 13.2. As part of the Government Gazette published on 27 August 2021, Annexure B: Fees, pertaining to Fees in Respect of private Bodies provides as follows: –
- 13.2.1. The request fee payable by every requestor is R140.00.
- 13.2.2. A photocopy / printed black and white copy of an A4-size page is R2.00 per page or part thereof.
- 13.2.3. A printed copy of an A4-size page is R2.00 per page or part thereof.
- 13.2.4. For a copy in a computer-readable form on: –
- 13.2.4.1. A flash drive that is to be provided by the requestor is R40.00; or
- 13.2.4.2. A compact disc, if provided by the requestor is R40.00 and if provided to the requestor is R60.00.
- 13.2.5. Transcriptions of visual images per A4-size pages and copies of visual images are services to be outsourced and will depend on the quotation received from the service provider.
- 13.2.6. Transcriptions of audio records, per A4-size page is R24.00.
- 13.2.7. A copy of an audio record on: –
- 13.2.7.1. A flash drive which is to be provided by the requestor is R40.00; and
- 13.2.7.2. A compact disc, if provided by the requestor is R40.00 and if provided to the requestor is R60.00.
- 13.2.8. 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 is R145.00, and shall not exceed a total cost of R435.00.


	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

13.2.9. The deposit, if a search exceeds 6 hours is one third of the amount per request, calculated in terms of 13.2.2 to 13.2.7 above.

13.2.10. Postage, e-mail or any other electronic transfer equates to the actual expense, if any.

14 Availability of the Manual

14.1. This Manual is available for inspection at the office of SAMWUMED free of charge and shall be reviewed on an annual basis or as and when required.

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)		
	Author:	Information Officer	Issue Date: July 2025
	Approver:	Information Officer	Review Date: July 2026
	Doc. No:	APO014-06	Issue No: 06

PART C

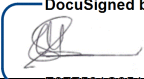
Document History

Version	Date	Change description	Accepted	Total no. of pages
1	June 2021	Approved by IO.	Information Officer	10
2	June 2022	Approved by IO.	Information Officer	10
3	July 2023	Approved by IO.	Information Officer	17
4	July 2024	Approved by IO.	Information Officer	17
5	February 2025	Approved by IO.	Information Officer	27
6	July 2025	Approved by IO.	Information Officer	33

Approval of Manual:

Principal Officer: SAMWUMED.

The Manual becomes effective on date of Approval.


DocuSigned by:


Ms. F Mosoeu

7/18/2025 | 6:21 AM PDT

Date

Principal Officer | SAMWUMED

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

PART D

ANNEXURE A (FORM 1): REQUEST FOR A COPY OF THE GUIDE [Regulation 3]

TO: The Information Officer

Cnr. Trematon and Lascelles Streets
Athlone
Cape Town
7760

I,

Full Names:			
In my capacity as (<i>mark with "X"</i>):	Information Officer:		Other:
Name of Public/Private Body (if applicable):			
Postal Address:			
Street Address:			
E-mail Address:			
Facsimile:			
Contact Numbers:	Tel. (B):		Cellular:

Hereby request the following copy(ies) of the Guide:


Language (<i>mark with "X"</i>):	No of Copies	Language (<i>mark with "X"</i>):	No of Copies
Sepedi		Sesotho	
Setswana		siSwati	
Tshivenda		Xitsonga	
Afrikaans		English	
isiNdebele		isiXhosa	
isiZulu			

Manner of Collection (*mark with "X"*):

Personal Collection	Postal Address	Facsimile	Electronic Communication (Please Specify)

Signed at _____ this _____ day of _____ 20_____.

Signature of Requester

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

ANNEXURE B (FORM 2): REQUEST FOR ACCESS TO RECORD [Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

Cnr. Trematon and Lascelles Streets
 Athlone
 Cape Town
 7760


E-mail Address: francinam@samwumed.org or legalcompliance@samwumed.org

Fax Number: N/A


Mark with an "X"

- Request is made in my own name Request is made on behalf of another person

PERSONAL INFORMATION				
Full Names:				
Identity Number:				
Capacity in which request is made (when made on behalf of another person):				
Postal Address:				
Street Address:				
E-mail Address:				
Contact Numbers:	Tel. (B):		Facsimile:	
	Cellular:			
Full Name of person on whose behalf request is made (if applicable):				
Identity Number:				
Postal Address:				
Street Address:				
E-mail Address:				

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)		
	Author:	Information Officer	Issue Date: July 2025
	Approver:	Information Officer	Review Date: July 2026
	Doc. No:	APO014-06	Issue No: 06


Contact Numbers:	Tel. (B):		Facsimile:
	Cellular:		
<p>PARTICULARS OF RECORD REQUESTED</p> <p><i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available:			
Any further particulars of record:			

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)		
	Author:	Information Officer	Issue Date: July 2025
	Approver:	Information Officer	Review Date: July 2026
	Doc. No:	APO014-06	Issue No: 06

TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	


FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of the private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

<p>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</p> <p><i>If the provided space is inadequate, please continue on a separate page and attach it to the Form. The requester must sign all the additional pages.</i></p>	
<p>Indicate which right is to be exercised or protected</p>	
<p>Explain why the record requested is required for the exercise or protection of the aforementioned right:</p>	

<p>FEES</p>	
<p>a) A request fee must be paid before the request will be considered. b) You will be notified of the amount of the access fee to be paid. c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record. d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.</p>	
<p>Reason</p>	

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)		
	Author:	Information Officer	Issue Date: July 2025
	Approver:	Information Officer	Review Date: July 2026
	Doc. No:	APO014-06	Issue No: 06

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal Address	Facsimile	Electronic Communication (Please Specify)


Signed at _____ this _____ day of _____ 20 ____.

Signature of Requester / Person on whose behalf request is made

FOR OFFICAL USE

<i>Reference Number:</i>	
<i>Request received by: (State Rank, Name and Surname of Information Officer)</i>	
<i>Date Received:</i>	
<i>Access Fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

ANNEXURE C (FORM 3): OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 9ACT NO. 4 OF 2013) – REGULATIONS RELATION TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 2(1)]

Note:


1. *Affidavits or other documentary evidence in support of the objection must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as anAnnexure to this Form and sign each page.*

Reference Number _____

DETAILS OF DATA SUBJECT	
Name and Surname of Data Subject	
Residential, postal or business address	
Contact number(s)	
Fax number:	
E-mail address:	

DETAILS OF RESPONSIBLE PARTY	
Name and Surname of Responsible Party (if the Responsible Party is a natural):	
Residential, postal or business address	

MF


	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

Contact number(s)	
Fax number:	
E-mail address:	
Name of Public Body or Private Body (if Responsible Party not a natural person):	
Business address:	Code ()
Contact number(s):	
Fax number:	
e-mail address:	

<p>REASONS FOR OBJECTION <i>(Please provide detailed reasons for the objection)</i></p>

Signed at _____ this _____ day of _____ 20 ____.

Signature of Data Subject (Applicant)

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

ANNEXURE D (FORM 4): REQUEST FOR COLLECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) – REGULATIONS RELATION TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 3(2)]

NOTE:

1. *Affidavits or other documentary evidence in support of the request must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number _____


Mark the appropriate box with an "x"

1. Request For:

Correction or deletion of personal information about the data subject which is in possession or under the control of the responsible party.


Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorized to retain the record of information.

DETAILS OF DATA SUBJECT	
Name and Surname of Data Subject	
Residential, postal or business address	
Contact number(s)	
Fax number:	
E-mail address:	

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)		
	Author:	Information Officer	Issue Date: July 2025
	Approver:	Information Officer	Review Date: July 2026
	Doc. No:	APO014-06	Issue No: 06

DETAILS OF RESPONSIBLE PARTY	
Name and Surname of Responsible Party (if the Responsible Party is a natural):	
Residential, postal or business address	
Contact number(s)	
Fax number:	
E-mail address:	
Name of Public Body or Private Body (if Responsible Party not a natural person):	
Business address:	Code ()
Contact number(s):	
Fax number:	
e-mail address:	

MF

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

ANNEXURE E (FORM 5): OUTCOME OF REQUEST AND OF FEES PAYABLE [Regulation 8]

1. *If your request is granted –*
 - (a) *Amount of the deposit, if any, is payable before your request is processed; and Requested record/ portion of the record will only be released once proof of full payment is received.*
2. *Please use the reference number hereunder in all future correspondence.*

Reference number: _____


TO: _____

Your request dated _____ refers

1. You Requested

<p>Personal Inspection of information at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i> is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you.</p> <p>If you then require any form of reproduction of the information, you will be liable for the fees in Annexure B</p>	
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OR

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

2. You Requested

Printed copies of the information <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription or virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of information on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of information on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

3. To be Submitted


Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

Kindly note that your request has been:

Approved


Denied

For the following reasons:

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)			
	Author:	Information Officer	Issue Date:	July 2025
	Approver:	Information Officer	Review Date:	July 2026
	Doc. No:	APO014-06	Issue No:	06

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive <ul style="list-style-type: none"> To be provided by requestor 	R40.00		
(ii) Compact disc <ul style="list-style-type: none"> If provided by requestor If provided to the requestor 	R40.00		
	R60.00		
For a transcription of visual images per A4-sizepage	Service to be outsourced. Will		
Copy of visual images	depend on the quotation of the		
	service provider		
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive <ul style="list-style-type: none"> To be provided by requestor 	R40.00		
(ii) Compact disc <ul style="list-style-type: none"> If provided by requestor If provided to the requestor 	R40.00		
	R60.00		
Postage, e-mail or any other electronictransfer:	Actual costs		
TOTAL:			

	MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)		
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	Doc. No:	APO014-06	Issue No: 06

1. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
-----------------	--	---	--

The amount must be paid into the following Bank account:

Name of Bank:

Name of account holder: **SAMWUMED**
 Type of account: **CORPORATE CHEQUE ACCOUNT**
 Account number: 51330013990
 Branch Code: 204109
 Reference Nr: Name and Surname + PAIA Ref. No.
 Submit proof of payment to: francinam@samwumed.org or legalcompliance@samwumed.org

Signed at _____ this _____ day of _____ 20 _____

Information Officer

M.F.