

**ANOVA HEALTH INSTITUTE NPC**

**2009/014103/08**

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

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## **1. Introduction**

- 1.1. Anova Health Institute NPC (registration no. 2009/014103/08) (Anova) is a non-governmental organisation (**NGO**) that aims to provide healthcare solutions and support for those in need.
- 1.2. Anova is a trusted partner of the Department of Health and is committed to bolstering the public healthcare system through skills building, improved recordkeeping and monitoring, management training and improved client flow. By identifying opportunities to enhance public health, we are making significant contributions to sustainable healthcare infrastructure.
- 1.3. Our teams throughout South Africa are also actively involved in community outreach, support, engagement and awareness, and educational campaigns.
- 1.4. Our areas of medical expertise include surveillance in key populations, clinical and social research, elimination of mother-to-child transmission of HIV, TB and HIV care and treatment (including paediatric, adolescent and adult care), health systems strengthening (mHealth, supply chain management, quality improvement and management training), eye care and mental health. Findings are disseminated through academic journals, training, conferences, seminars and workshops.
- 1.5. PAIA requires the information officer of a private body to compile a manual that contains information on the records it holds. A 'private body' means a natural person, company or other type of juristic entity that carries on any trade, business or profession and includes a political party. Anova is a private body.

## **2. Purpose of PAIA Manual**

PAIA gives effect to the Constitutional right of access to information. It aims to foster a culture of transparency, accountability, and effective governance of all public and private bodies by ensuring that individuals have the right to access information that may affect their rights. Anova is committed to fostering good governance principles which includes transparency, accountability, and trust. This PAIA Manual helps Anova achieve these objectives. It enables individuals to request access to information and thereby helps give effect to the Constitutional right of access to information.

### 3. Anova's details

#### 3.1. Head Office

Registered address	12 Sherborne Rd, Parktown, Johannesburg, 2193
Postal address	Postnet Suite 242, Private Bag X30500, Houghton, 2041
Telephone number	0115815000
Fax number	0114821116
Email address	<a href="mailto:info@anovahealth.co.za">info@anovahealth.co.za</a>
Website	<a href="http://www.anovahealth.co.za">www.anovahealth.co.za</a>

#### 3.2. Information Officer

Chief Executive Officer	Moyahabo Mabitsi
Telephone number	0115815000
Fax number	0114821116
Email address	<a href="mailto:infoofficer@anovahealth.co.za">infoofficer@anovahealth.co.za</a>

#### 3.3. Deputy information officers

Chief Operating Officer	Glenn Joseph
Telephone number	0115815000
Fax number	0114821116
Email address	<a href="mailto:infoofficer@anovahealth.co.za">infoofficer@anovahealth.co.za</a>

#### 3.4. Access to information general contacts

Email: [info@anovahealth.co.za](mailto:info@anovahealth.co.za)

These are all our details, but please email whenever possible.

### 4. Guide on how to use PAIA and how to obtain access to the guide

The Information Regulator has prepared a guide on how to exercise your rights in terms a For further guidance, contact the Information Regulator. They have compiled a [PAIA guide](#)<sup>1</sup> in each

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<sup>1</sup> <https://infoeregulator.org.za/paia-guidelines/>

official language of South Africa on how to exercise your rights under PAIA.

Visit their <a href="#">website</a>	<a href="http://www.inforegulator.org.za">www.inforegulator.org.za</a>
Postal address	P.O Box 31533, Braamfontein, Johannesburg, 2017
Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Phone number	010 023 5200
Ask a general enquiry by <a href="#">email</a>	<a href="mailto:enquiries@inforegulator.org.za">enquiries@inforegulator.org.za</a>
Lodge a complaint by <a href="#">email</a>	<a href="mailto:PAIAComplaints@inforegulator.org.za">PAIAComplaints@inforegulator.org.za</a>

## 5. Records which we make available automatically

We make some records automatically available<sup>2</sup> to you without you needing to submit a PAIA request access to them.

Type of record	How you can access it
Memorandum of incorporation (MOI)	<a href="#">BizPortal</a> <sup>3</sup>
Directors' names	BizPortal
Documents of incorporation	BizPortal
Banking details	Request by email
Brochures	Request by email
Information on our website	Visit our website

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<sup>2</sup> Section 52

<sup>3</sup> <https://www.bizportal.gov.za/>

## 6. Records we hold to comply with the law

Please refer to Annexure A

## 7. Records we hold to function

We hold the following subjects and categories of records in electronic or physical format, which we do not make automatically available. You may request access to them.

### 7.1. Companies Act records

7.1.1. Memorandum of Incorporation and CIPC related incorporation documents

7.1.2. Records relating to the appointment of directors/ auditor/ secretary/public officer and other officers

### 7.2. Financial records

7.2.1. Annual Financial Statements

7.2.2. Policies and procedures

7.2.3. Transactional records

### 7.3. Income tax records

7.3.1. VAT

7.3.2. Regional Services

7.3.3. Development Levies

7.3.4. UIF

7.3.5. Workmen's Compensation

### 7.4. Personnel documents and records

7.4.1. Employment Equity Plan

7.4.2. SETA records

7.4.3. Disciplinary code

7.4.4. Employee records in employment lifecycle

7.4.5. Training records and material

### 7.5. Media, marketing and communication

7.5.1. Media releases

7.5.2. Newsletters, brochures, and advertising material

### 7.6. Secretarial and governance

7.6.1. Codes of conduct

7.6.2. Minutes of meetings

7.6.3. Legal compliance records

7.6.4. Policies and procedures

7.6.5. Strategic plans

### 7.7. Funder related records

7.7.1. Funder contracts

7.7.2. Funder reports (monthly, quarterly, annual)

7.7.3. Funder audit reports

### 7.8. Third party records

7.8.1. Vendor registration form

7.8.2. Tax clearance

7.8.3. Bank confirmation letter

7.8.4. CoR39 Company information

7.8.5. BBBEE certificate

7.8.6. Trade references

7.8.7. Company profile

7.8.8. Operating license

7.8.9. Directors' identity documentation

## 7.9. **Strategic Documents, Plans, Proposals**

7.9.1. Annual reports

7.9.2. Strategic plan

7.9.3. Performance plans

## 7.10. **Human resources**

7.10.1. HR Policies and procedures

7.10.2. Advertised posts

7.10.3. Employee records

## 8. **How to request access**

- 8.1. We have appointed our information officer to deal with all matters relating to PAIA to ensure we can comply with our PAIA obligations. To request access to a record, please complete [Form 2](#)<sup>4</sup>.
- 8.2. Please submit the completed form (together with the relevant request fee explained below) to our information officer's email address, our registered or postal address, or by fax using the details provided above.
- 8.3. Please ensure that the completed form:
  - has enough information for the information officer to identify you, the requested records, and the form of access you require;
  - specifies your email address, postal address, or fax number;
  - describes the right that you seek to exercise or protect;
  - explains why you need the requested record to exercise or protect that right;
  - provides any other way you would like to be informed of our decision other than in writing; and
  - provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).
- 8.4. If you do not use the standard form, we may:
  - reject the request due to lack of procedural compliance,
  - refuse it if you do not provide sufficient information, or
  - delay it.

## 9. **How we will give you access**

We will evaluate and consider all requests we receive. If we approve your request, we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

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<sup>4</sup> <https://inforegulator.org.za/paia-forms/>



## 10. How much it will cost

### 10.1. Request fees

When submitting your request, we may require you to pay a request fee as the law prescribes. You must pay us the prescribed fees before we will give you access. You will receive a notice from our information officer upon your request, setting out the application procedure.

### 10.2. Access fees

10.2.1. If we grant the request, you will have to pay us a further access fee the law prescribes that includes a fee for the time it takes us to handle your request, or if the time has exceeded the prescribed hours to search and prepare the record for disclosure. Our information officer will notify you if you need to pay a deposit for the access fee. The deposit may be up to one third of the prescribed access fee<sup>5</sup>.

10.2.2. The access fee will provide for:

- the costs of making the record, or transcribing the record,
- a postal fee (if applicable), and
- the reasonable time we need to search for the record and prepare the record for you<sup>6</sup>.

10.2.3. If you paid the deposit and we refused your request, we will refund you the deposit amount. Until you have paid the fees, we may withhold the record you requested.

## 11. Grounds for us to refuse access

11.1. We may have to refuse access to certain records in terms of PAIA to protect:

- someone else's privacy<sup>7</sup>
- another company's commercial information<sup>8</sup>
- someone else's confidential information<sup>9</sup>
- research information<sup>10</sup>
- the safety of individuals and property,<sup>11</sup> or
- records privileged from production in legal proceedings.<sup>12</sup>

11.2. We will notify you in writing whether your request has been approved or denied within 30 calendar days after receiving your request. We may extend this period if necessary<sup>13</sup> and will notify you if we need to do so. If we cannot find the record you asked for or it does not exist, we will notify you by way of affidavit that it is not possible to give access to that record.

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<sup>5</sup> Section 54(2)

<sup>6</sup> Section 54(7)

<sup>7</sup> Section 63

<sup>8</sup> Section 64

<sup>9</sup> Section 65

<sup>10</sup> Section 68

<sup>11</sup> Section 66

<sup>12</sup> Section 67

<sup>13</sup> Section 57

## **12. Remedies available if we refuse to give access**

If we deny your request for access, you may:

- apply to a court<sup>14</sup> with appropriate jurisdiction, or
  - [complain](#)<sup>15</sup> to the Information Regulator,
- for the necessary relief within 180 calendar days of our notifying you of our decision.

## **13. How we process and protect personal information**

We process the personal information of various categories of people for various purposes. Please refer to our website for our Privacy Statement or ask our Information Officer for a copy.

## **14. Purpose of processing of personal information**

14.1. Anova uses personal information under its care in the following ways:

- 14.1.1. rendering services according to contractual agreements;
- 14.1.2. marketing and advertising;
- 14.1.3. administration;
- 14.1.4. staff administration;
- 14.1.5. keeping accounts and records;
- 14.1.6. compliance with tax laws / fulfilling its statutory obligations in terms of applicable legislation; and
- 14.1.7. historical record keeping / recording statistics necessary to fulfil the Anova's business objectives.

## **15. Description of the categories of data subjects and information or categories of information relating thereto**

15.1. Categories of data subjects:

- 15.1.1. suppliers;
- 15.1.2. service providers;
- 15.1.3. clients;
- 15.1.4. directors and officers of Anova;
- 15.1.5. job applicants;

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<sup>14</sup> Section 78

<sup>15</sup> [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)

15.1.6. existing and former employees (including contractors, agents and temporary employees);

15.1.7. visitors to any premises of Anova.

15.2. Nature of the personal information processed in respect of the above data subjects, includes, in relation to:

15.2.1. natural persons: name, gender, medical information, medical aid details, pregnancy, marital status, race, age, date of birth, language, education information, financial information, employment history, identity number, physical and postal addresses, contact details, next of kin contact details, criminal behaviour, disability, personal opinions, views, views and opinions of another individual about the data subject., performance reviews, employee disciplinary records, leave applications, juristic persons / entities: names of contact persons, name of legal entity, physical and postal addresses, contact details, registration number, founding documents, tax related information, authorised signatories and financial information.

15.2.2. service providers: names of contact persons, name of legal entity, physical and postal addresses, contact details, registration number, founding documents, tax related information, authorised signatories, and financial information.

## **16. Recipients or categories of recipients to whom personal information may be supplied**

16.1. Anova may supply personal information to the following recipients:

16.1.1. regulatory, statutory and government bodies;

16.1.2. service providers;

16.1.3. professional advisors;

16.1.4. employees of Anova;

16.1.5. shareholders and other stakeholders;

16.1.6. third party verification agencies and credit bureau;

16.1.7. a potential acquirer of Anova as part of a due diligence process; and

16.1.8. banks and other financial institutions.

## **17. Planned transborder flows of personal information**

17.1. Anova does not intend to do any cross-border transfer of personal information.

## **18. Information Security measures**

18.1. General description of information security measures:

- 18.1.1. Anova has established and maintains appropriate, reasonable technical and organisational measures to ensure the integrity of personal information in its care and control, and to ensure that such personal information is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration or access by having regard to the requirements of POPIA.
- 18.1.2. Anova utilises up to date technology to ensure the confidentiality, integrity and availability of personal information, measures used include:
  - 18.1.2.1. firewalls;
  - 18.1.2.2. virus protection software and update protocols;
  - 18.1.2.3. appropriate access control;
  - 18.1.2.4. secure setup of hardware and software forming the IT infrastructure.

**19. Availability of the manual**

19.1. A copy of the Manual is available:

- 19.1.1. On our website ([www.anovahealth.co.za](http://www.anovahealth.co.za))
- 19.1.2. At our head office for public inspection during normal business hours;
- 19.1.3. To any person upon request and upon the payment of a reasonable prescribed fee; and
- 19.1.4. To the Information Regulator upon request
- 19.1.5. A fee for a copy of the Manual, as contemplated in in Annexure B of the Regulations, shall be payable per each A4-size photocopy made.

**20. Updating of the manual**

The head of Anova will on a regular basis update this manual.

**Issued by**



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**Moyahabo Mabitsi**  
**Chief Executive Officer**

## Annexure A

Legislation	Category of Records
Companies Act, 2008	Memorandum of Incorporation (MOI); Company Registration Documents; Financial Statements; Minutes of Meetings;
Promotion of Access to Information, 2000	Access to Information Requests; Disclosure Logs; Records of Refusals; PAIA Manuals
Non-Profit Organisations Act, 1997	Registration Certificates; Founding Documents; Financial Statements; Minutes of Meetings; Member Records
Value-Added Tax Act, 1991	VAT Registration Certificate; VAT Returns and Records; Invoices and Tax Invoices
Basic Conditions of Employment Act, 1997	Employment Contracts; Payroll Records; Leave Records; Salary Records; Employment Equity Reports
Occupational Health and Safety Act, 1993	Health and Safety Policy; Incident and Accident Reports; Safety Plans; Training Records
Skills Development Act, 1998	Workplace Skills Plans; Annual Training Reports; Skills Development Levies Payments; Training Records
Development Levies Act, 1999	Levies Payments Records; Reports on Levies Paid
Unemployment Insurance Act, 2001	UIF Registration Certificate; UIF Contributions Records; Claim Records; Employee Records
Unemployment Insurance Contributions Act, 2002	Contributions Records; Declarations of Employee Earnings; UIF Payments Records
Employment Equity Act, 1998	Employment Equity Plans; Employment Equity Reports; Records of Equity Measures

Legislation	Category of Records
Protection of Personal Information Act, 2013	Privacy Policies; Records of Processing Activities; Consent Records; Data Breach Reports
Labour Relations Act, 1995 and Codes of Good Practice	Dispute Resolution Records; Collective Agreements; Records of Disciplinary Proceedings
Compensation for Occupational Injuries and Diseases Act, 1993	COIDA Registration Certificate; COIDA Claims Records; Medical Reports; Compensation Records
Promotion of Equality and Prevention of Unfair Discrimination Act, 2000	Records of Discrimination Complaints; Policies and Procedures; Employment Records
Prescription Act, 1943	Records of Debt Transactions; Records of Prescription Periods; Records of Debt Collections.
Broad-Based Black Economic Empowerment Act, 2003	B-BBEE Compliance Records; B-BBEE Ownership Records.
Compensation for Occupational Injuries and Disease Act, 1993	Injury and Compensation Records
Labour Relations Act, 1995	Dispute Resolution Records; Collective Bargaining Records.
Employment Equity Act, 1998	Employment Equity Plans; Demographic Information
Protected Disclosures Act 26, 2000	Whistleblower Reports
Tax Administration Act, 2011:	Tax Compliance Records; Audit Records.
Copyright Act. 1978	Copyright Registration Records; Licensing Agreements; Copyright Infringement Records; Records of Copyright Ownership

Legislation	Category of Records
Intellectual Property Laws Amendment Act, 1997 and 2013	Records of Intellectual Property Rights; Records of Intellectual Property Transactions.
Trade Marks Act, 1993	Trade Mark Registration Records; Trade Mark Licensing Agreements; Records of Trade Mark Ownership; Trade Mark Infringement Records
Electronic Communications, 2005	Licensing and Authorization Records; Technical Records; Compliance Records; Consumer Complaint Records
Electronic Communications and Transactions Act, 2002	Electronic Transaction Records; Electronic Communication Records; Data Protection Records.
Financial Intelligence Centre Act, 2001	Customer Due Diligence Records; Suspicious Transaction Reports; Records of Money Laundering and Terrorist Financing; Risk Assessments.
Prevention & Combating of Corrupt Activities Act, 2004	Records of corruption investigations; Anti-corruption measures; Whistleblower reports; Compliance Records; Financial Records.
Prevention of Organised Crime Act, 1998	Records of organised crime investigations; Surveillance and Investigation Records; Witness statements; Interception of communications Records; Confiscated property records.
Protection of Constitutional Democracy against Terrorist and Related Activities Act, 2004	Terrorism investigation records; Records of terrorism financing; Surveillance and intelligence records; Watchlist Records; Confiscated items and assets.