

PAIA Manual

of

ALL4METAMORPH

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THIS PAIA MANUAL IS PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 (AS AMENDED)

1. INTRODUCTION TO ALL4METAMORPH

ALL4METAMORPH is a private SACE CPTD Service Provider business, which is conducted in accordance with the requirements of the Health Professions Act 56 of 1974 and is subject to the authority of the Health Professions Council of South Africa (“HPCSA”). The practitioners practising at the business are registered at the HPCSA and provide training services within the scope and ambit of their registration, competence and training. The practitioners are bound by the Ethical Rules issued by the HPCSA, which include the duty to preserve client confidentiality.

2. LIST OF ACRONYMS AND ABBREVIATIONS

- | | | |
|-----|--------------------|--|
| 2.1 | “CPTD” | Continuing Professional Teacher Development |
| 2.2 | “HPCSA” | Health Professions Council of South Africa |
| 2.3 | “IO” | Information Officer; |
| 2.4 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000 (as Amended); |
| 2.5 | “POPIA” | Protection of Personal Information Act No.4 of 2013; and |
| 2.6 | “Regulator” | Information Regulator |
| 2.7 | “SACE” | South African Council of Educators |

3. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 3.1 Check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 3.2 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;
- 3.3 Know the description of the records of the body which are available in accordance with any other legislation;
- 3.4 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;
- 3.5 Know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.6 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;

- 3.7 Know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.8 Know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9 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
- 3.10 Know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF ALL4METAMORPH

COMPANY NAME:	ALL4METAMORPH
REGISTRATION NUMBER:	PR 13064
HEAD OF THE COMPANY:	Annalize Green
INFORMATION OFFICER:	Annalize Green
PHYSICAL ADDRESS:	104 A Hamerkop Crescent, Montana Estates, 0186
POSTAL ADDRESS:	PO Box 934, Montana Park, 0159
TELEPHONE NUMBER:	+27 (0)12 547 0952
E-MAIL ADDRESS:	admin@all4metamorph.co.za
WEBSITE ADDRESS:	www.all4metamorph.co.za

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

The Regulator has compiled a guide, 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 comprehended form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

This Guide is available in all the official languages and in braille, and contains, amongst others, the following information:

- The objects of PAIA and POPIA;
- The postal and street address, phone and fax number and, if available, electronic mail address of the Information Officer of every public body, and every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
- The manner, form and costs of a request for access to a record of a public body contemplated in section 11 and a private body contemplated in section 50;
- The assistance available from the IO of a public body in terms of PAIA and POPIA;

- The assistance available from the Regulator in terms of PAIA and POPIA;
- 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 an internal appeal, a complaint to the Regulator, and 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;
- The provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- The provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- The notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- The regulations made in terms of section 92.

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.

Any person wishing to obtain the Guide may either access it through a request to the IO or from the website of the Regulator at https://infoeregulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf, or should contact the Information Regulator at:

PHYSICAL ADDRESS: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
TOLL FREE: +27 (0)800 017 160
LANDLINE: +27 (0)10 023 5200
E-MAIL ADDRESS: enquiries@infoeregulator.org.za
WEBSITE: <https://www.infoeregulator.org.za/>

A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours – Afrikaans and English.

The publication of the abovementioned Guide will be the responsibility of the Information Regulator with effect from 30 June 2021.

6. RECORDS

ALL4METAMORPH holds the following categories of records:

6.1 RECORDS RELATING TO THE FORM OF BUSINESS:

Documents related to the establishment of ALL4METAMORPH, such as documents required in terms of the Companies Act 71 of 2008 / a partnership agreement / a shareholders' agreement; other statutory records; governance documents (e.g. business policies); minutes of meetings; business code number registration, and other related documents.

6.2 ALL4METAMORPH MANAGEMENT RECORDS:

Documentation relevant to the management structure and the management of ALL4METAMORPH; protocols, guidelines and related documentation in respect of the management of clients.

6.3 EMPLOYMENT / APPOINTMENT RECORDS:

Employment contracts; statutory council registration and related records; conditions of employment and workplace policies; employment equity and skills development plans and reports; attendance records; salary and wage register; performance management records; collective agreements; complaints and disciplinary records; relevant tax records; training records; leave records; medical scheme and pension fund membership records; essential services' permits; correspondence.

6.4 CLIENT RECORDS:

Client forms; payment-related records, correspondence.

6.5 HEALTH AND SAFETY RECORDS:

Evacuation plan; information related to the Health and Safety Committee/health and safety officer; and health and safety incident reports.

6.6 FINANCIAL RECORDS:

South African Revenue Services ("SARS") registration; Annual Financial Statements; auditor's reports; accounting records; bank statements; invoices, statements, receipts and related documents; VAT records; tax returns and related documentation.

6.7 RECORDS RELATED TO ASSETS:

Asset register; purchase records; financing and lease agreements; sale and purchase agreements; title deeds; stock sheets; delivery notes and orders; and sale and purchase agreements.

6.8 AGREEMENTS:

Agreements (and related documentation) with contractors, consultants, suppliers and vendors, including agreements with funders.

6.9 PUBLIC AND PRIVATE BODY RECORDS:

Documents published in the public domain; correspondence.

6.10 LEGAL RECORDS:

Legal opinions and advice; complaints, pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, mediation, and arbitration.

6.11 INSURANCE RECORDS:

Insurance policies and related records, including those in respect of professional indemnity cover; and claims records.

7. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

ALL4METAMORPH as may be required in terms of the following legislation, subject to the specific protection offered by these laws:

1. Basic Conditions of Employment Act 75 of 1997;
2. Children's Act 38 of 2005;
3. Companies Act 71 of 2008;
4. Compensation for Occupational Injuries and Diseases Act 130 of 1993;
5. Consumer Protection Act 68 of 2008;
6. Disaster Management Act 57 of 2002;
7. Electronic Communications and Transactions Act 25 of 2002;
8. Employment Equity Act 55 of 1998;
9. Health Professions Act 56 of 1974;
10. Income Tax Act 58 of 1962;
11. Labour Relations Act 66 of 1995;
12. Medical Schemes Act 131 of 1998;
13. Medicines and Related Substances Act 101 of 1965;
14. National Health Act 61 of 2003;
15. Occupational Health and Safety Act 85 of 1993;
16. Promotion of Access to Information Act 2 of 2000;
17. Protection of Personal Information Act 4 of 2013;
18. Road Accident Fund Act 56 of 1996;
19. South African Schools Act 84 of 1996
20. Skills Development Levies Act 9 of 1999;
21. Skills Development Act 97 of 1998;
22. Unemployment Contributions Act 4 of 2002;
23. Unemployment Insurance Act 63 of 2001; and
24. Value Added Tax Act 89 of 1991.

8. RECORDS AUTOMATICALLY AVAILABLE

No notice has been submitted by ALL4METAMORPH to the Minister of Justice and Correctional Services regarding the

categories of records, which are available without a person having to request access in terms of Section 52(2) of PAIA. However, the information on the website of ALL4METAMORPH is automatically available without having to request access in terms of PAIA. Access and usage of the information on the website are subject to the Website Terms and Conditions as well as the Privacy Statement of ALL4METAMORPH.

9. PURPOSE OF PROCESSING PERSONAL INFORMATION

ALL4METAMORPH processes personal information of data subjects for the following purposes:

1. To conduct and manage ALL4METAMORPH in accordance with the law, including the administration of ALL4METAMORPH and claiming and collecting payment for services rendered;
2. For communication purposes;
3. For the maintenance of ALL4METAMORPH records and clients' details;
4. For employment and related matters of employees;
5. For reporting to persons and bodies as required and authorised in terms of the law or by the data subjects;
6. For historical, statistical and research purposes;
7. For proof;
8. For enforcement of ALL4METAMORPH rights; and/or
9. For any other lawful purpose related to the activities of ALL4METAMORPH.

10. DATA SUBJECTS, THEIR PERSONAL INFORMATION AND POTENTIAL RECIPIENTS OF THIS INFORMATION

ALL4METAMORPH holds the categories of records and personal information in respect of the categories of data subjects specified below. The potential recipients of the personal information processed by ALL4METAMORPH are also specified. Information and records are only disclosed as may be necessary in the circumstances and authorised in terms of the law or otherwise with the consent of the relevant data subjects.

10.1 DIRECTORS, PRESENTERS AND EMPLOYEES

CATEGORIES OF PERSONAL INFORMATION:

Names and surnames; Curriculum Vitae ("CVs"); contact details; identity numbers/dates of birth; race; gender; nationality; qualifications; registered professions and category of registration; statutory council registration numbers; employment history and related information; position and job description; bank details; relevant health information; relevant information on criminal behaviour; complaint and disciplinary-related information; records created in the performance of their duties; tax numbers and related tax information; leave records; remuneration; employment benefits; absenteeism information; vetting reports; references; opinions; next-of-kin details; health and safety-related incidents; correspondence.

POTENTIAL RECIPIENTS:

ALL4METAMORPH owners; SARS; relevant statutory and other public bodies (e.g. Department of Employment and Labour); the Board of Healthcare Funders of SA (“BHF”); South African Council of Educators (SACE); Companies and Intellectual Property Commission (“CIPC”); funders; contractors and suppliers; clients; bodies performing peer review and clinical business audits; banks; professional societies; vetting agencies; hospitals; members of the public; legal and professional advisers; auditors; executors of estates; purchaser of ALL4METAMORPH.

10.2 JOB APPLICANTS**CATEGORIES OF PERSONAL INFORMATION:**

Names and surnames; Curriculum Vitae (CVs); contact details; identity numbers/dates of birth; race; gender; nationality; qualifications; registered professions and category of registration; statutory council registration numbers; employment history and related information; relevant health information; relevant information on criminal behaviour; vetting reports; interview notes; references; correspondence.

POTENTIAL RECIPIENTS:

ALL4METAMORPH owners and relevant other employees; vetting agencies; legal and professional advisers; auditors; purchaser of business.

10.3 CLIENTS**CATEGORIES OF PERSONAL INFORMATION:**

Names and surnames; contact details; identity numbers/dates of birth; race; gender; employers and their contact details; health information, complaint-related information; compliments; opinions; next-of-kin details; correspondence.

POTENTIAL RECIPIENTS:

Relevant statutory and other public bodies (e.g. the Compensation Commissioner of Occupational Injuries and Diseases, the Road Accident Fund); funders (e.g. schools); South African Council of Educators (SACE); bodies performing peer review and clinical business audits; legal and professional advisers; auditors; executors of estates; next-of-kin; credit bureaus; debit collectors; purchaser of ALL4METAMORPH.

10.4 CONTRACTORS, VENDORS AND SUPPLIERS**CATEGORIES OF PERSONAL INFORMATION:**

Names and surnames; organisation names and details; relevant staff/office bearer details; contact details; website addresses; opinions; correspondence; market information; price structures; financial arrangements; bank details; VAT numbers; Broad-Based Black Economic Empowerment (BBBEE) related information.

POTENTIAL RECIPIENTS:

Banks; auditors; legal and professional advisers; funders; purchaser of ALL4METAMORPH.

10.5 INSURERS

CATEGORIES OF PERSONAL INFORMATION:

Names and contact details; premiums; correspondence.

POTENTIAL RECIPIENTS:

Auditors; legal and professional advisers; relevant public bodies; purchaser of ALL4METAMORPH.

10.6 PUBLIC AND PRIVATE BODIES (E.G. REGULATORS AND FUNDERS)

CATEGORIES OF PERSONAL INFORMATION:

Names; contact details; office bearers; fee/benefit structures; rules; information published in public domain; payment-related information (e.g. remittances, statements); correspondence.

POTENTIAL RECIPIENTS:

Legal and professional advisers; clients; debt collectors; auditors; public; employees; purchaser of ALL4METAMORPH.

11. PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION

ALL4METAMORPH stores electronic information, including personal information of data subjects, in the 'cloud', the servers of which may be located outside of the borders of the Republic of South Africa. Due care is taken in the selection of appropriate cloud service providers to ensure compliance with the law and protect the privacy of data subjects. ALL4METAMORPH is not planning to send any other personal information about any data subject to any other third party in a foreign country. Should this be required, relevant data subject consent will be obtained, where required, and transfers of such information will occur in accordance with the requirements of the law.

12. SECURITY MEASURES TO PROTECT PERSONAL INFORMATION

ALL4METAMORPH is committed to ensuring the security of the personal information in its possession or under its control in order to protect it from unauthorised processing and access, as well as loss, damage or unauthorised destruction. There are also inherent risks in the electronic transfer and storage of personal information. ALL4METAMORPH has implemented and continually reviews and updates the information protection measures to ensure the security, integrity and confidentiality of this information in accordance with industry best business. The measures ALL4METAMORPH adopts to ensure the security of personal information, includes technical and organisational measures and internal policies to prevent unauthorised access, loss or use of personal information, for example, the physical securing of the offices where information is held; locking of cabinets with physical records; password control to access electronic records, which passwords are regularly updated; server access control; and off-site data back-ups. In addition, only those practitioners and employees who require access to the information to treat clients and discharge their functions are permitted access to the relevant information and only if they have concluded

agreements with or provided undertakings to the business requiring them to implement appropriate security measures and to maintain the confidentiality of the information. Contractors are required to adhere to the strict policies and processes implemented by ALL4METAMORPH and are subject to sanctions for any security breach. All security breaches are taken seriously and are addressed in accordance with the law.

13. PROCEDURE TO OBTAIN ACCESS TO RECORDS OR INFORMATION

The fact that information and records are held by ALL4METAMORPH as listed in this Manual should not be construed as conferring upon any requester any right to that information or record. PAIA grants a requester access to records of a private body if the record is required for the exercise or protection of any right. If a public body lodges a request, the public body must be acting in the public interest. Access to records and information is not automatic. Any person who would like to request access to any of the above records or information is required to complete a request form, which is attached to this Manual as **Annexure A**, and pay the prescribed fees as referenced below. The request form is also available from -

- The Information Officer of the business at the contact details stipulated above; and
- The Information Regulator at the contact details stipulated above.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester must identify the right he/she is seeking to exercise or protect and explain why the record requested is required for the exercise or protection of that right. If a request is made on behalf of another person, the requester must submit proof of the capacity in which the request is made to the satisfaction of the Information Officer. Access to the requested records or information or parts of the records or information may be refused in terms of the law. Requesters will be advised of the outcome of their requests.

14. FEES PAYABLE TO OBTAIN THE REQUESTED RECORDS OR INFORMATION

The fees for requesting and accessing information and records held by ALL4METAMORPH are prescribed in terms of PAIA. The fees payable, which may be amended from time to time in accordance with notices published in the Government Gazette, are attached hereto as **Annexure B**. Details of the fees payable and any change to such fees may be obtained from the Information Officer. The fees are also available on the website of the Information Regulator. A requester may be required to pay the fees prescribed for searching and compiling the information, which has been requested, including copying charges.

15. AVAILABILITY OF THIS MANUAL

A copy of this Manual is available for inspection, free of charge, at ALL4METAMORPH during business hours and on its website <https://www.all4metamorph.co.za/>. A copy of the Manual may also be requested from the Information Officer against payment for each A4-size photocopy made, at the appropriate fee, as described in **Annexure B** attached, which may be obtained from the Information Officer.

16. UPDATING OF THE MANUAL

The Information Officer will, if necessary, make sure this Manual is annually updated and published.

Issued by



Dr Annalize Green
Head of the Practice and Information Officer

Date of Approval: 2025/10/01

ANNEXURE A: REQUEST FOR ACCESS TO RECORD FORM

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

ANNEXURE B: OUTCOME OF REQUEST AND OF FEES PAYABLE

<https://infoeregulator.org.za/wp-content/uploads/2020/07/Form-3-PAIA.pdf>