# PAIA MANUAL

Promotion of Access to Information Act, 2000 (Act 2 of 2000)

**Dr Wilma Kruger-Steyn**

Private Psychiatric Practice

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| **Practice legal name** | Dr Wilma Kruger-Steyn |
| **Information Officer** | Dr Wilma Kruger-Steyn |
| **Physical / postal address** | Suite 6, Block A Belvedere Office Park, Pasita Street, Rosenpark, Durbanville, 7550 |
| **Telephone** | 021 974 7677 |
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| **Manual version** | 1.0 |
| **Effective date** | 5 October 2026 |

## 1. PURPOSE OF THIS MANUAL

This manual is published in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (“PAIA”). It explains the records held by Dr Wilma Kruger-Steyn, the procedure for requesting access to records, and the applicable rights and limitations under PAIA and other relevant legislation.

The manual should be read together with the Guide on How to Use PAIA published by the Information Regulator. PAIA provides a right of access to information held by private bodies where the information is required for the exercise or protection of a right, subject to the Act’s requirements and grounds for refusal.

## 2. INFORMATION OFFICER

**Name:** Dr Wilma Kruger-Steyn
**Capacity:** Information Officer / Head of the private body
**Physical and postal address:** Suite 6, Block A Belvedere Office Park, Pasita Street, Rosenpark, Durbanville, 7550
**Telephone:** 021 974 7677
**Email:** reception@drkruger-steyn.com

## 3. APPLICABLE LEGISLATION

Records held by the practice may be subject to access, confidentiality, retention and disclosure requirements under legislation including, where applicable:

• Promotion of Access to Information Act 2 of 2000 (PAIA).
• Protection of Personal Information Act 4 of 2013 (POPIA).
• National Health Act 61 of 2003 and applicable regulations.
• Health Professions Act 56 of 1974 and applicable ethical rules and guidance of the Health Professions Council of South Africa (HPCSA).
• Electronic Communications and Transactions Act 25 of 2002, where applicable.
• Basic Conditions of Employment Act 75 of 1997, Labour Relations Act 66 of 1995 and other employment legislation, where applicable.
• Tax Administration Act 28 of 2011 and other applicable financial/tax legislation.

## 4. FUNCTIONS AND SERVICES OF THE PRACTICE

Dr Wilma Kruger-Steyn is a private psychiatrist providing psychiatric assessment, diagnosis, treatment, follow-up care, medication management and related professional services. The practice also performs associated administrative, billing, appointment, communication and record-keeping functions.

## 5. CATEGORIES OF RECORDS HELD BY THE PRACTICE

The following categories of records may be held, depending on the nature of the relationship with the practice and the circumstances of the record:

**5.1 Patient / clinical records**
Patient registration and demographic information; referral information; psychiatric assessments; clinical notes; mental status examinations; diagnoses; treatment plans; prescriptions and medication records; correspondence with other healthcare professionals; investigation and laboratory reports received by the practice; medical aid and funding correspondence; medico-legal or occupational reports; consent records; appointment and attendance information; and other records generated in the course of providing healthcare.

**5.2 Administrative records**
Appointment records; patient communications; practice policies and procedures; complaints and correspondence; invoices, statements and payment records; medical aid claims and related records; supplier records; and general practice administration.

**5.3 Financial and tax records**
Accounting records, invoices, receipts, banking-related records, tax records, financial statements and records required to comply with applicable financial and tax legislation.

**5.4 Human resources records**
Where applicable, employment contracts, personnel records, payroll information, leave records, performance-related records and other employment records.

**5.5 Information technology and electronic records**
Electronic communications, practice-management system records, electronic documents, backups and security/audit information, subject to applicable retention and access rules.

**5.6 Legal and professional records**
Professional correspondence, complaints, legal correspondence, insurance-related records, and records concerning professional or regulatory compliance.

## 6. RECORDS AUTOMATICALLY AVAILABLE

The following information is generally available without a formal PAIA request:

• Practice contact details and appointment information published on the practice website or otherwise provided to the public.
• General information about the professional services offered by the practice.
• This PAIA Manual.
• Publicly available practice policies or notices published by the practice.

Access to patient-specific, confidential, personal, clinical or third-party information is not automatically available merely because the information is held by the practice.

## 7. PERSONAL INFORMATION PROCESSED BY THE PRACTICE

The practice processes personal information for purposes including providing healthcare, communicating with patients, managing appointments, maintaining clinical records, billing and claiming, complying with legal and professional obligations, responding to lawful requests, managing complaints and protecting the rights and interests of the practice and its patients.

Categories of data subjects may include patients, prospective patients, parents or guardians where applicable, healthcare professionals and referrers, employees, contractors, suppliers, medical schemes and other persons corresponding with the practice.

Categories of information may include identification and contact details, demographic information, medical and psychiatric information, treatment and medication information, financial and medical-aid information, correspondence and information required for the purposes described above.

Because psychiatric and healthcare records contain highly confidential personal information, access and disclosure will be handled with particular regard to patient confidentiality, POPIA and applicable professional and healthcare obligations.

## 8. REQUESTING ACCESS TO RECORDS UNDER PAIA

A request for access to a record held by the practice must be made in the prescribed manner and submitted to the Information Officer at the address or email address specified in this manual. The request must provide sufficient information to identify the requester, the record(s) sought, the form of access requested, and the right the requester seeks to exercise or protect, together with an explanation of why the record is required for that purpose.

Where a request is made on behalf of another person, appropriate proof of authority or capacity must be provided. The practice may require reasonable verification of the requester's identity.

The Information Officer will consider each request in accordance with PAIA and other applicable legislation. Access may be granted, refused, or granted in part, depending on the circumstances and applicable grounds for refusal.

## 9. PATIENT MEDICAL RECORDS

A patient's request for access to their own healthcare information will ordinarily be considered with reference to PAIA, POPIA, applicable healthcare legislation, professional confidentiality obligations and any other applicable law. The fact that a record relates to the requester does not automatically mean that every part of the record must be disclosed; third-party information, privileged information and other protected information may require redaction or may be subject to lawful refusal.

Requests for access to records relating to another person will require appropriate legal authority or consent where applicable. The practice will not disclose confidential patient information merely because a person claims an interest in the patient's affairs.

## 10. GROUNDS FOR REFUSAL OR PARTIAL ACCESS

PAIA contains mandatory and discretionary grounds on which access may be refused. Depending on the record and circumstances, these may include protection of personal information of third parties, protection of confidential information, protection of commercial information, legal privilege, safety of individuals or property, and other grounds recognised by PAIA.

Where reasonably possible and legally permissible, the practice may provide access to a severable portion of a record while withholding information that is lawfully protected.

## 11. FEES

Any applicable PAIA request, access or reproduction fees will be dealt with in accordance with the prescribed fee structure and the circumstances of the request. The requester will be informed of any fee that is required before further processing where the law requires this.

A copy of this manual available for inspection at the practice is available without charge. A reasonable charge may apply where a physical copy or reproduction is requested, subject to applicable law.

## 12. DECISION AND REMEDIES

The Information Officer will communicate the decision on a PAIA request within the period prescribed by PAIA, subject to any lawful extension or other provision of the Act. If access is refused or a requester is dissatisfied with the decision, the requester may exercise the remedies available under PAIA, including approaching the Information Regulator and/or a court of competent jurisdiction where applicable.

The Information Regulator can be contacted through its official channels for guidance, complaints and PAIA-related processes.

## 13. AVAILABILITY OF THIS MANUAL

This manual is available on the practice website and may be inspected at the principal place of business during normal business hours. A copy may also be requested from the practice, subject to any applicable reproduction or postage charge.

## 14. CONTACT DETAILS OF THE INFORMATION REGULATOR

Information Regulator (South Africa)
JD House, 27 Stiemens Street, Braamfontein, Johannesburg
P.O. Box 31533, Braamfontein, Johannesburg, 2017
Telephone: 010 023 5200
Website: inforegulator.org.za

## 15. REVIEW OF THIS MANUAL

This manual will be reviewed periodically and updated when necessary to reflect changes in legislation, regulatory requirements, practice structure, contact details, information processing activities or other relevant circumstances.

## 16. DECLARATION

This manual is intended to provide a practical description of the information and records held by Dr Wilma Kruger-Steyn and the procedure for requesting access to such records. It does not create a right of access beyond that provided by applicable law, nor does it limit any rights or obligations arising under PAIA, POPIA, healthcare legislation or professional rules.

**Prepared for:** Dr Wilma Kruger-Steyn
**Information Officer:** Dr Wilma Kruger-Steyn
**Version:** 1.0
**Date:** 5 October 2026