

PAIA MANUAL

Lauren du Toit Registered Dietitians

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2 of 2000 (PAIA) (As Amended)

Date of compilation: 26/06/2025

Date of Revision: 26/06/2026

LIST OF ACRONYMS AND ABBREVIATIONS

- **“CEO” Chief Executive Officer**
- **“DIO” Deputy Information Officer**
- **“IO” Information Officer**
- **“Minister” Minister of Justice and Correctional Services**
- **“PAIA” Promotion of Access to Information Act No. 2 of 2000**
- **“POPIA” Protection of Personal Information Act No.4 of 2013**
- **“Regulator” Information Regulator**
- **“Republic” Republic of South Africa**

PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- .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;
- know the description of the records of the body which are available in accordance with any other legislation;
- 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;
- know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- .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;
- know the description of the categories of data subjects and of the information or categories of information relating thereto;
- know the recipients or categories of recipients to whom the personal information may be supplied;
- 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
- know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.



1. Introduction

This PAIA Manual provides a framework for accessing records held by **Lauren du Toit Registered Dietitians**, a private healthcare practice registered with the Health Professions Council of South Africa (HPCSA), practicing in Durbanville, Cape Town.

2. Contact Details Of Chief Information Officer

Full Name Of Managing Director : Lauren-Jane Bartholomew (as registered with HPCSA in Maiden surname)

Practice Name: Lauren du Toit Registered Dietitians

HPCSA Registration Number: DT0036447

Physical Address: 48 Ardennes Crescent, Thornwood, Pinehurst, Durbanville, 7550

Postal Address: 48 Ardennes Crescent, Thornwood, Pinehurst, Durbanville, 7550

Telephone: 072 674 6981

Email: Laurendietitian@gmail.com

Website: www.dietitianscapetown.co.za

Fax Number: N/A

3. The ACT

This manual is compiled in accordance with Section 51 of PAIA and aligned with the Protection of Personal Information Act (POPIA), which regulates the processing of personal information. A copy of the Guide is also available in the following two official languages (English and Afrikaans), for public inspection during normal office hours .

4. Guide to the PAIA Act

The guide is available from the South African Human Rights Commission (SAHRC).

Website: www.sahrc.org.za

Email: paia@sahrc.org.za

Telephone: 011 877 3600

5. Records Automatically Available

The following records are available without formal request:

- Practice profile (on website)
- Consultation fee structure (on website)
- Certain Educational materials and social media or article posts (in the office and on website)

6. Records Available on Request

The following records can be requested in writing, subject to applicable fees and consent:

- Patient medical records
- Consent and referral forms
- CPD certificates
- HPCSA registration certificate
- Financial and billing information
- Practice internal policies
- Employee records

7. Records Not Available

The following records are confidential and not accessible without appropriate legal grounds:

- Information about other patients
- Confidential practice notes
- Personal employee information without consent

8. Request Procedure

Requests must be made in writing using Form C and sent to the Information Officer. A fee may be applicable as prescribed by the Department of Justice.

9. Processing of personal information

Personal information is processed in this practice in a way as to gain information so that the Healthcare provider can treat or educate the patient adequately to reach personal goals. Without the information, the healthcare provider would not be able to tailor the approach.

9.1 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients/ patients	name, address, identity numbers, occupation, gender, contact details(address/ email/contact numbers), employee contact details, medical aid details, next of Kin details Medication,dietary history, smokers declaration, operations done, weight and body composition, blood test results shared
Service Providers	names, registration number, vat numbers, address
Employees	Name, surname, contact details (email/ cell phone) address, qualifications, gender and race, bank details

9.2 Description of the records of Lauren du toit Registered Dietitians which are available in accordance with any other legislation

Category of Records	Applicable Legislation
PAIA Manual	Promotion of Access to Information Act 2 of 2000

9.3 Description of the subjects on which the body holds records and categories of records held on each subject by Lauren du Toit registered Dietitian

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals, statistics	Annual statistics, Annual Performance

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

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
Identity numbers , names , surnames and contact details and outstanding account if in debt with practice	Debt collectors
ICD-10 codes	Patient being seen, as well as main member of the medical aid

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

At Lauren du Toit Registered Dietitians, we take your privacy seriously. We follow clear and careful steps to protect any personal or health-related information you share with us. This includes how your data is collected, stored, and used—whether in paper form or electronically.

Here's how we keep your information safe, secure, and available when needed:

1. Keeping Your Information Private

Only the dietitian and authorized admin staff can access your personal or medical details.

All team members sign confidentiality agreements and are trained to handle information responsibly.

We don't share your details with anyone unless it's necessary for your care—and only with your consent.

2. Safe Record Keeping

Paper files are locked away in secure cabinets in the practice.

Digital records (e.g., medical notes, meal plans, reports) are stored in secure systems and antivirus protection.

We regularly backup all important information to prevent loss due to technical issues.

3. Sharing with Trusted Third Parties

Sometimes, we use trusted third-party services to help us manage appointments, billing, or online consultations. These may include:

- Medical billing platforms (panacea- Datamax)
- Secure email or messaging systems
- Cloud storage providers

These are all password protected.

These service providers are carefully selected and must comply with South Africa's data protection laws. We never sell or share your information with marketers or anyone unrelated to your care.

4. In Case Something Goes Wrong

If there's ever a security issue (like a data breach), we'll inform you as soon as possible and explain what steps we're taking.

We'll also report it to the Information Regulator, as required by law.

9.5 Planned transborder flows of personal information

This practice uses *Jotforms* which is a San-francisco based online platform for patient intake forms and information. . The platform uses SSL (Secure Sockets Layer) encryption to ensure that any information you submit is secure. Additionally, Jotform complies with GDPR(General Data Protection Regulation), which means it adheres to strict data protection regulations. These features make it a safe option for creating and managing forms.

10. Fees

Prescribed fees for access and reproduction are outlined in the PAIA regulations from the Department of Justice.

11. Availability of Manual

A copy of the Manual is available .

11.1 on www.dietitiancapetown.co.za

11.2 head office of the information Officer for public inspection during normal business hours;

11.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

11.4 to the Information Regulator upon request.

11.5 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made

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

13. UPDATING OF THE MANUAL

The head of a Lauren du toit Registered Dietitians will update this manual annually.

Issued by

Lauren du Toit Registered Dietitian *Ldutoit*