

Information Manual

Prepared in terms of section 51 of the Promotion of Access to Information Act (PAIA)

Introduction

1. This manual is for **Anglovaal Group Medical Scheme**.
2. The Promotion of Access to Information Act, No. 2 of 2000 ("the Act") is an Act that was passed to give effect to the constitutional right held by South African citizens of access to any information held by the State or by another person, which is required for the exercise or protection of any right. Where a request is made in terms of the Act, the body to which the request is made is obliged to give access to the requested information, except where expressly provides that the information may or must not be released. Therefore, the right of access to information and this manual is only applicable to South African citizens, as defined in the Constitution of the Republic of South Africa Act 108 of 1996.
3. It is important to note that the Act recognises certain limitations to the right of access to information including, but not limited to, limitations aimed at the reasonable protection of privacy; commercial confidentiality; and effective, efficient and good governance; and in a manner which balances that right with any other rights, including the rights in the Bill of Rights in the Constitution.
4. This manual is available for inspection, free of charge, at the physical address of **Anglovaal Group Medical Scheme**, recorded in paragraph 1.2 below and on this website.

1. 1 Purpose of PAIA

This manual is compiled in accordance with section 51 of PAIA.

The manual intends to:

- Give a description of the records held by and on behalf of **Anglovaal Group Medical Scheme**
 - Stipulate grounds for refusal of access to any of these records
 - 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.
 - Enable requestors to quickly and easily obtain records that they are entitled to.
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1. 2 Contact details of the information officer of Anglovaal Group Medical Scheme

Information Officer	Vivien Crystal
Postal address	P O Box 652509 Benmore 2010
Physical address	No.2 Harries Road Illovo 2196
Telephone number	011 502 1338
Fax number	011 707 7828
Email address	vivienc@avi.co.za
Website	www.avgms.co.za

1. 3 Guide of South African Human Rights Commission

The South African Human Rights Commission is required in terms of to compile a easily comprehensible guide in every official language containing information as may reasonably be required by a person who wishes to exercise any right contemplated in .As at the date of publishing this manual, the guide had not yet been compiled. Any enquiries regarding the guide should be directed to:

Postal address	The South African Human Rights Commission Head Office Braampark Forum 3 33 Hoofd Street Braamfontein
Telephone number	011 877-3750
Fax number	011 403-0668
Email address	info@sahrc.org.za
Website	www.sahrc.org.za

1.4 Records of Anglovaal Group Medical Scheme

Access to the documents listed below may be subject to the grounds for refusal set out in section 1.5 of this manual.

The information is classified and grouped according to the following subjects and categories:

1. Personnel records

"Personnel" refers to any person who works for or provides services to or on behalf of **Anglovaal Group Medical Scheme** and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of **Anglovaal Group Medical Scheme**. Personnel includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.

Examples of personnel records include:

- 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
- Training schedules and training material.

2. Client related records

A **"client"** refers to any natural or juristic entity that receives services from **Anglovaal Group Medical Scheme**.

Examples of client-related records include:

- Records pertaining to the diagnosis, treatment or health of the clients of **Anglovaal Group Medical Scheme** and members of the medical schemes administered by Discovery Health (Pty) Ltd
- Records provided by a client to a third party acting for or on behalf of **Anglovaal Group Medical Scheme**
- Records provided by a third party
- Records generated by or within **Anglovaal Group Medical Scheme** relating to its clients.

3. Private body records

These records include, but are not limited to, the records which pertain to **Anglovaal Group Medical Scheme's** own affairs.

Examples of private body records include:

- Financial records
- Operational records
- Information Technology
- Communication
- Administrative records
- Product records
- Statutory records
- Internal policies and procedures
- Human Resources.

4. Other party records

Examples of other party records include:

- Personnel, customer or private body records which are held by another party, as opposed to the records held by **Anglovaal Group Medical Scheme** itself.
- Records held by **Anglovaal Group Medical Scheme** pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties provide about **Anglovaal Group Medical Scheme's** contractors and/or suppliers.
- **Anglovaal Group Medical Scheme** 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 **Anglovaal Group Medical Scheme**.

5. Records available in accordance with other legislation

A requester may also request information that is available in terms of other legislation such as:

1. Medical Schemes Act 131 of 1998
2. Labour Relations Act 66 of 1995
3. Employment Equity Act 55 of 1998
4. Basic Conditions of Employment Act 75 of 1997.

The above is not an exhaustive list of statutes that require **Anglovaal Group Medical Scheme** to keep records.

1.5 Grounds for refusal of access to records

Anglovaal Group Medical Scheme may refuse a request for information for:

1. Mandatory protection of the privacy of a third party who is a natural person in cases that would involve the unreasonable disclosure of the personal information of that natural person
2. Mandatory protection of the commercial information of a third party, if the record contains:
 - Trade secrets of that third party
 - Financial, commercial, scientific or technical information whose disclosure could likely cause harm to the financial or commercial interests of that third party
 - Information disclosed in confidence by a third party to **Anglovaal Group Medical Scheme**, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement or legislation
4. Mandatory protection of the safety of individuals and the protection of property
5. Mandatory protection of records that would be regarded as privileged in legal proceedings
6. Records that detail the commercial activities of **Anglovaal Group Medical Scheme**, which may include:
 - Trade secrets of **Anglovaal Group Medical Scheme**
 - Financial, commercial, scientific or technical information whose disclosure could likely cause harm to the financial or commercial interests of **Anglovaal Group Medical Scheme**
 - Information which, if disclosed, could put **Anglovaal Group Medical Scheme** at a disadvantage in negotiations or commercial competition
 - Any computer program owned by **Anglovaal Group Medical Scheme** which is protected by copyright.
7. The research information of **Anglovaal Group Medical Scheme** or a third party, if its disclosure would expose the identity of the institution conducting the research, or the researcher or place the subject matter of the research at a serious disadvantage
8. Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable use of resources shall be refused.

1.6 Access to records held by Anglovaal Group Medical Scheme

1. Records held by **Anglovaal Group Medical Scheme** may be only accessed by requesters once the requirements for access have been met.
2. A requester is any person who requests access to a record of or held by **Anglovaal Group Medical Scheme**. There are two types of requesters:

Personal requester:

- A personal requester is a requester who is seeking access to a record containing personal information about themselves.

- **Anglovaal Group Medical Scheme** will voluntarily provide the requested information, or give access to any record with regard to the requester's personal information. The prescribed fee for reproducing of the information requested will be charged.

Other requester

- This requester (other than a personal requester) is entitled to request access to information on third parties. However, **Anglovaal Group Medical Scheme** is not obliged to voluntarily grant access. The requester must fulfil the requirements for access in terms of PAIA, including the payment of a request and access fee.

1.7 Request procedure

1. A requester requiring access to information held by **Anglovaal Group Medical Scheme** must complete the prescribed form, **ANNEXURE 1**, submit it to the Information Officer at the postal address, physical address, fax number or email address recorded in 1.2 and pay a request fee and a deposit, if applicable.
2. The prescribed form must be completed in enough detail to at least enable the Information Officer to identify:
 - The record or records requested
 - The identity number of the requester
 - The format of access required, if the request is granted
 - The postal address or fax number of the requester.
3. The requester must also state that he or she requires the information in order to exercise or protect a right, and clearly state the nature of the right to be exercised or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.
4. **Anglovaal Group Medical Scheme** will process the request within 30 days, unless the requester has stated special reasons which would satisfy the Information Officer that the circumstances warrant a quicker response.
5. The requester will be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he or she must state the manner and the particulars so required.
6. If the requester act on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.
7. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
8. The requester must pay the prescribed fee, before any further processing can take place.

1. 8 Decision

1. **Anglovaal Group Medical Scheme** will decide whether to grant or refuse the request and give notice with reasons (if required) to that effect within 30 days of receipt of the request.
2. The 30 day period within which **Anglovaal Group Medical Scheme** has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the request is for a large volume of information, or the request requires a search for information held at another office of **Anglovaal Group Medical Scheme** 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.

1. 9 Remedies available should Anglovaal Group Medical Scheme refuse a request for information

1. Internal remedy

- **Anglovaal Group Medical Scheme** does not have internal appeal procedures. Therefore, the decision made by the Information Officer is final. Requesters who are dissatisfied with a decision of the Information Officer have to seek external remedy.

2. External remedy

- A requester or third party who is dissatisfied with the Information Officer's refusal to disclose information or with the information disclosed, may apply to the Constitutional Court, the High Court or another court of similar status for remedy within 30 days of being notified of the decision.

1. 10 Fees

1. The Act provides for two types of fees, namely:
 1. A request fee, which is a standard fee
 2. An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.
2. When the request is received by the Information Officer, the officer will notify the requester to pay the prescribed request fee (if any), before further processing of the request.
3. If a search for the records has been made and the preparation of the records for disclosure, including arrangements to make them available in the requested format, requires more time than the regulations prescribe for this purpose, the Information Officer will notify the requester to pay a deposit of the prescribed portion of the access fee that would be payable if the request was granted.
4. The Information Officer will withhold records until the requester has paid the fees indicated in the table below.
5. A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of

the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the requested format.

Should a deposit be paid as a request for access that is refused, then the Information Officer will refund the deposit to the requester.

Reproductions fees	
Where Anglovaal Group Medical Scheme has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.	
Applicable fees (VAT included)	R
For every photocopy per A4 page or part thereof	1,25
For every printed copy per A4 page or part thereof stored electronically	0,85
For an electronic copy on:	
- Stiffy disc	8,55
- Compact disc	79,80
A transcription of visual images per A4 page or part thereof	45,60
For a copy of visual images	68,40
A transcription of an audio record, per A4 page or part thereof	22,80
For a copy of an audio record	34,20
Request fees	
Where a requester submits a request for access to information held by Anglovaal Group Medical Scheme on a person other than the requester himself/herself, the request fee is payable upfront before the institution will process the request.	50,00
Access fees	
An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of section 54(8) of PAIA.	
The applicable fees which will be payable are: (VAT inclusive)	R
For every photocopy of an A4-size page or part thereof	1,25
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	
For a copy in a computer-readable form on:	
_ Stiffy disc	8,55
_ Compact disc	79,80
A transcription of visual images for an A4-size page or part thereof	45,60

Reproductions fees	
For a copy of visual images	68,40
A transcription of an audio record, for an A4-size page or part thereof	22,80
For a copy of an audio record	34,20
To search for a record that must be disclosed (per hour or part of an hour reasonably required for such search)	34,20
Where a copy of a record needs to be posted the actual postal fee is payable.	
<p>Deposits</p> <p>If Anglovaal Group Medical Scheme receives a request for access to information held on a person other than the requester himself/herself and the Information Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than six hours, a deposit is payable to the requester.</p> <p>The amount of the deposit is equal to a third of the amount of the applicable access fee.</p>	

Please note: In terms of Regulation 8, value-added tax (VAT) must be added to all fees prescribed in terms of the Regulations. Therefore, the fees reflected above include VAT.