



**ACCESS TO INFORMATION MANUAL  
COMPILED IN TERMS OF SECTION 51 OF THE  
PROMOTION OF ACCESS TO INFORMATION ACT, NO. 2 OF 2000**

**THIS MANUAL APPLIES TO INFORMATION HELD BY:**

**LIFE HEALTHCARE GROUP (PROPRIETARY) LIMITED**  
Registration Number 2003/024367/07

**AND ITS SUBSIDIARIES AS SET OUT ON PAGE 2**

This Manual is available on the Life Healthcare Group (Proprietary) Limited website ([www.lifehealthcare.co.za](http://www.lifehealthcare.co.za)) as well as the Human Rights Commission

Abrakor (Pty) Ltd  
Afrox Health-Faranani Health Solutions (Pty) Ltd  
Afrox Home Healthcare (PE) (Pty) Ltd  
Amahosp Medical Rescue (Pty) Ltd  
Ama Casa Props 78 (Pty) Ltd  
Ammed Management Trust  
Ammed Properties (Pty) Ltd  
Bedford Gardens Private Hospital (Pty) Ltd  
Beekay 257 Investments (Pty) Ltd  
Bloemfontein Ophthalmology (Pty) Ltd  
Boldprops 102 (Pty) Ltd  
Border Hospitals (Pty) Ltd  
Border Hospitals Cardiac Equipment (Pty) Ltd  
Carstenhof Emergency Clinic (Pty) Ltd  
Changing Tides 243 (Pty) Ltd  
Claremont Hospital (Pty) Ltd  
Cosmos Hospital Properties (Pty) Ltd  
Dalview Nursing Home (Pty) Ltd  
East Rand Oncology Joint Venture  
Ekurhuleni Sub-Acute Hospital (Pty) Ltd  
E.M.H. Operating Company (Pty) Ltd  
Faerie Glen Trust  
Faranani Afrohoc Healthcare Services (Pty) Ltd  
Flodoc  
Flohoc Investments (Pty) Ltd  
Flora Investments (Pty) Ltd  
Flora Renal Dialysis Unit (Pty) Ltd  
Free State Oncology (Pty) Ltd  
Gabarone Private Hospital Radiology (Pty) Ltd  
Gabarone Private Hospital Pathology (Pty) Ltd  
Garbanzo Property Investments (Pty) Ltd  
Glynwood Hospital Operating Company (Pty) Ltd  
Healthcare Management Services (Pty) Ltd  
HEWU Hospital (Pty) Ltd  
Hospitaalpark Kliniek (Edms) BPK  
Hospitaalpark Ontwikkelaars (Edms) Bpk  
How Avenue Clinic (Pty) Ltd  
Isivivana Health (Pty) Ltd  
Joint Medical Holdings Limited  
Jorum Property Investments (Pty) Ltd  
Kingsbury Hospital Ltd  
Kingsbury Hospital Property Ltd  
LCM Oncology Trust (Pty) Ltd  
Leopoint 456 Properties (Pty) Ltd  
Liesbeeck Medical Holdings (Pty) Ltd  
Lifecare Clinics (Pty) Ltd  
Lifecare Community Hospitals (Pty) Ltd  
Lifecare Management Services (Pty) Ltd  
Lifecare Properties (Pty) Ltd  
Life Esidimeni Group Holdings Limited  
Life Esidimeni (Pty) Ltd  
Life Healthcare Services (Pty) Ltd  
Life Pharmacy Management Services (Pty) Ltd  
Life Hospitals Limited  
Life Occupational Health (Pty) Ltd

Little Company of Mary Trust  
Lorraine Nel Inc.  
Lowveld Private Hospital (Pty) Ltd  
Mafikeng Hospital (Pty) Ltd  
Masibambisane Frail Care (Pty) Ltd  
Matikwana Hospital (Pty) Ltd  
Medicine Management Services (Pty) Ltd  
Metropol Hospitals (Pty) Ltd  
Middelburg Hospital BPK  
Middelburg Privaat Hospital (EDMS) BPK  
New Kensington Clinic (Pty) Ltd  
Occulli Trust  
Oude Werf (Eiendoms) Beperk t/a Suikerbosrand Clinic  
Peglerae Hospital (Pty) Ltd  
Peglerae Investments (Pty) Ltd  
Phodiso Health Services (Pty) Ltd  
Presmed Day Clinics (Pty) Ltd  
Presmed Hospitals (Pty) Ltd  
Quantum Occupational Healthcare Services (West Coast) (Pty) Ltd  
Riverfield Lodge (Pty) Ltd  
Robinson Hospital Holdings (Pty) Ltd  
Roseacres Clinic (Pty) Ltd  
Rustenburg Hospital Properties (Pty) Ltd  
Selected Medical Investments Limited  
SIMCO 5 (Pty) Ltd t/a GARDMEF  
Siyathuthuka Care Centre (Pty) Ltd  
Spittal Drau Investments (Pty) Ltd  
Springs Private Hospital Group (Pty) Ltd  
St Georges Oncology (Pty) Ltd  
St Mary's Private Hospital (Pty) Ltd  
Synchramed (Pty) Ltd  
Synchromed (Pty) Ltd  
UK Health Management Services (Pty) Ltd  
West Coast Private Hospital (Pty) Ltd  
West Rand Oncology Centre JV  
Wilgeheuwel Hospital (Pty) Ltd  
Wilgers Hospitaal Bpk  
Wilgers Oncology Trust  
Wilgers Cathlab Trust

# **SECTION 51 MANUAL FOR LIFE HEALTHCARE GROUP (PROPRIETARY) LIMITED AND SUBSIDIARIES**

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1. **INTRODUCTION TO LIFE HEALTHCARE GROUP (PTY) LTD**

**Shareholding Company**

**PARTICULARS IN TERMS OF THE SECTION 51 MANUAL**

2. **CONTACT DETAILS**

**Oxford Manor  
21 Chaplin Road  
Illovo  
2196**

**Private Bag X13  
Northlands  
2116**

**Uwe Bottin  
Telephone: (011) 219 9222  
Fax: (011) 219 9223  
E-mail: [uwe.bottin@lifehealthcare.co.za](mailto:uwe.bottin@lifehealthcare.co.za)**

3. **THE SECTION 10 GUIDE ON HOW TO USE THE ACT I NTERMS OF SECTION 51(1) (b)**

The Guide will be available from the South African Human Rights Commission by not later than August 2005. Please direct any queries to:

**The South African Human Rights Commission:**

**PAIA Unit  
The Research and Documentation Department**

Postal address: Private Bag 2700  
Houghton  
2041

Telephone: +27 11 484-8300  
Fax: +27 11 484-0582  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

**4. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION IN TERMS OF SECTION 51(1)(d)**

Records are kept in accordance with the following legislation (this list is not exhaustive).

The Companies Act 61 1973  
Income Tax Act 58 of 1962  
Basic Conditions of Employment Act 75 of 1997  
Compensation for Occupational Injuries and Diseases Act 130 of 1993  
Employment Equity Act 55 of 1998  
Labour Relations Act 66 of 1995  
Trade Marks Act 194 of 1993  
Unemployment Insurance Act 30 of 1966  
Value Added Tax Act 58 of 1962  
National Health Act

**5. THE LATEST NOTICE REGARDING CATEGORIES OF RECORDS OF THE BODY, WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS IN TERMS OF THIS ACT IN TERMS OF SECTION 52(2).**

At the time of this publication the Minister of Justice and Constitutional Development had not yet published any regulations under this section of the Act.

**6. DESCRIPTION OF SUBJECTS AND CATEGORIES OF WHICH THE AFOREMENTIONED COMPANIES HOLD RECORDS:**

- Company Secretarial
- Movable and Immovable Property
- Intellectual Property
- Insurance
- Taxation
- Human Resources
- Finance
- Information Technology
- Administration

**7. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION AND/OR RECORDS**

- (a) Any refusal in terms of the Act.
- (b) The protection of third party's right to privacy when such release of information would amount to the unreasonable and/or unlawful disclosure of personal information of that person.
- (c) Mandatory protection of any commercial information of a third party, including but not limited to any trade secrets, commercial and/or intellectual property.
- (d) Any confidential information which is protected by an agreement between the parties.
- (e) Mandatory protection of information that would be considered privileged in terms of any legal and/or medical proceeding.
- (f) Any intellectual, commercial and/or related documentation relating to the business activities of the Hospitals.
- (g) Any other reason that is allowed in any applicable law.

**8. ACCESS TO HEALTH RECORDS OR OTHER RECORDS IN TERMS OF SECTION 61 OF THE ACT.**

- (a) For the purposes of this section, the term "relevant person" shall refer to the requester and /or the authorized person making a request on the person's behalf.
- (b) Requesters must stipulate in their request for information and/or what health information is required, understanding that information held by a medical practitioner must be obtained directly from him or her. No hospital can release information held by another party, or information that is protected by a medical practitioner /patient relationship.
- © The Information Officer, in terms of Section 50 of the Act, may only grant a request for access to information and/or a record provided by a medical practitioner in his or her capacity as such, about the physical or mental health of the requester him or herself, or to authorized person making such a request on behalf of the person concerned.
- (d) The Information Officer may in terms of Section 61 (1) of the Act, refuse access to information and/or records, if he or she is of the opinion that such disclosure would cause serious harm to the requester's physical and/ or mental health.
- (e) Before the Information Officer allows, grants or facilitates access to information and/or records, he or she may consult with the treating medical practitioner who, subject to Section 61(2) had been nominated by the relevant person.
- (f) If the relevant person is:

- (1) under the age of 16 years, a person having parental responsibilities for the relevant person, must make the nomination referred to in Section 61() of the Act;
- (3) incapable of managing his or her affairs, a person appointed by the court to manage those affairs must make that nomination.
- (g) If after the information Officer has given access to the medical practitioner, and the medical practitioner is of the opinion that the disclosure of the information and/or record to the relevant person, would likely to cause serious harm to his or her physical and/or mental health, or well being, the Information Officer may only grant access to that information and/or record if he or she is has been given sufficient guarantees by the requester, that adequate provision has been made for such counseling or arrangement as are reason ably practicable before, during or after the disclosure of the information and/or record limit, alleviate or avoid such harm to the relevant person.
- (h) Before access to the information and/or record is so given to the requester, the person responsible for such counseling or arrangements must be given access to the information and/or record.
- (i) The Information Officer may also refuse access t o the Information and/or records in terms of any other law.

## **9. OTHER INFORMATION AS MAY BE PRESCRIBED**

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

## **10. AVAILABILITY OF THE MANUAL**

In accordance with paragraph 9(1) of the Regulations of the Act, this manual has been made available to the Human Rights Commission and is available on the Life Healthcare website ([www.lifehealthcare.co.za](http://www.lifehealthcare.co.za)).

## **11. FEES IN RESPRCT OF PRIVATE BODY**

- 1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.
- 2. The fees for reproduction referred to in regulation 11(1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.

4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

	R
(1)(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00
(f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	

- (2) For purposes of section 54(2) of the Act, the following applies:
- (a) Six hours as the hours to be exceeded before a deposit is payable; and
  - (b) one third of the access fee is payable as a deposit by the requester.
- (3) The actual postage is payable when a copy of a record must be posted to a requester.

## 12. PRESCRIBED FORMS

**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**  
(Section 53(1) of the Promotion of Access to Information Act, 2000  
(Act No. 2 of 2000))

**[Regulation 10]**

### A. Particulars of private body

The Head:

### B. Particulars of person requesting access to the record

- (a) *The particulars of the person who requests access to the record must be given below.*
- (b) *The address and/or fax number in the Republic to which the information is to be sent must be given.*
- (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname:

Identity number:

Postal address:

Fax number: \_\_\_\_\_ Telephone number:

E-mail address:

Capacity in which request is made, when made on behalf of another person:

### C. Particulars of person on whose behalf request is made

*This section must be completed ONLY if a request for information is made on behalf of another person.*

Full names and surname:

Identity number:

**D. Particulars of record**

- (a) *Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.*
- (b) *If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

1. **Description of record or relevant part of the record:**
2. **Reference number, if available:**
3. **Any further particulars of record**

**E. Fees**

- (a) *A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.*
- (b) *You will be notified of the amount required to be paid as the request fee.*
- (c) *The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*
- (d) *If you qualify for exemption of the payment of any fee, please state the reason for exemption.*

Reason for exemption from payment of fees:

**F. Form of access to record**

*If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.*

Disability:

Form in which record is required:

Mark the appropriate box with an **X**.

**NOTES:**

(a) Compliance with your request in the specified form may depend on the form in which the record is available.

(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

<b>1. If the record is in written or printed form:</b>			
	copy of record*		inspection of record
<b>2. If record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
	view the images		copy of the images*
			transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
	printed copy of record*		printed copy of information derived from the record*
			copy in computer readable form* (stiffy or compact disc)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? <b>Postage is payable.</b>			YES
			NO

**G. Particulars of right to be exercised or protected**

*If the provided space is inadequate, please continue on a separate folio and attach it to this form.  
**The requester must sign all the additional folios.***

1. Indicate which right is to be exercised or protected:
2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

**H. Notice of decision regarding request for access**

*You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.*

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20

SIGNATURE OF REQUESTER / PERSON  
ON WHOSE BEHALF REQUEST IS MADE