ANNETTE LOUW DIETITIAN: PAIA MANUAL

(Prepared in terms of Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 - "PAIA")

1. Contact Details

Business Name: Annette Louw Dietitian
Registered Owner: Annette Bekker
Practice Type: Private Practice
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Physical Address: 33 Compass Close, Blouberg Sands
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Website: www.annettelouwdietitian.com

2. Introduction

This manual is compiled in accordance with Section 51 of the Promotion of Access to Information Act (PAIA) and includes information required under the Protection of Personal Information Act (POPIA).

As a private healthcare practice, we are committed to ensuring that personal information is processed lawfully, transparently, and securely.

3. The ACT

The Promotion of Access to Information Act (PAIA) gives effect to the constitutional right of access to any information held by the State and by private bodies that is required for the exercise or protection of any rights.

4. Purpose of Processing Personal Information

We collect and process personal information primarily to:

- Provide nutrition and health-related services
- Maintain patient records
- Communicate with patients and healthcare professionals
- Submit claims to medical aids
- Comply with legal and ethical obligations

5. Information Held by the Practice

The following categories of records are held:

- Client personal and health information
- Invoices and financial records
- Consent forms
- Correspondence with medical aids or referring doctors, Blood results
- HR documents (if applicable)

6. Requests for Information

A requester must:

- Submit the request in writing using the prescribed **PAIA Form 2.**
- Provide sufficient detail to identify the records and the requester
- Indicate the form of access required
- Identify the right being exercised or protected

Requests must be submitted to:

Information Officer: Annette Bekker

Email: annettelouw01@gmail.com

7. Grounds for Refusal

Access to certain records may be refused on the following grounds:

- Protection of personal information of third parties, Legal privilege
- Commercial confidentiality, Safety of individuals

8. Availability of Manual

This manual is available:

- At the practice during normal office hours, electronically upon request
- On our website (www.annettelouwdietitian.com)

9. POPIA Compliance Measures

We have implemented the following:

- Patient consent forms for data processing
- Secure data storage and password protection
- Confidentiality agreements (where applicable)
- Operator agreements with third parties (e.g., billing systems, cloud storage)

Signed: Annette Louw Dietitian

Date: 23/06/2025