

PAIA & POPIA MANUAL

Tanya Huber Dietitian

1. Introduction

This Manual is prepared in accordance with:

- Section 51 of the Promotion of Access to Information Act
- The Protection of Personal Information Act

It outlines how personal information is collected, processed, stored, and accessed.

2. Practice Details

Practice Name: Tanya Huber Dietitian

Contact Person: Tanya Huber

Email: dietitian@tanyahuber.com

Telephone: 082 325 5732

3. Information Officer

In terms of POPIA, the Information Officer is:

Name: Tanya Huber

Email: dietitian@tanyahuber.com

The Information Officer is responsible for:

- Ensuring compliance with POPIA
- Handling access to information requests
- Managing data protection practices

4. Guide in Terms of Section 10 of PAIA

A guide to understanding PAIA is available from the Information Regulator South Africa.

Contact details:

Website: www.justice.gov.za/inforeg

Email: inforeg@justice.gov.za

5. Records Held by the Practice

5.1 Patient Records

- Personal details (name, ID number, contact details)
- Medical and dietary history
- Consultation notes and treatment plans
- Anthropometric and clinical data

5.2 Administrative Records

- Appointment schedules
- Billing and invoicing records
- Medical aid information

5.3 Website Data

- Contact form submissions
- Cookies and usage data

6. Purpose of Processing Personal Information

Personal information is processed to:

- Provide dietetic and healthcare services
- Maintain patient records
- Process payments and medical aid claims
- Communicate with patients
- Comply with legal and regulatory requirements

7. Categories of Data Subjects

- Patients
- Prospective patients
- Website users
- Service providers

8. Recipients of Personal Information

Personal information may be shared with:

- Medical professionals involved in patient care
- Medical aid schemes
- Payment processors
- Regulatory authorities where required

9. Data Security Measures

We implement appropriate security measures, including:

- Secure storage of patient records
- Password-protected electronic systems
- Restricted access to confidential information

10. Retention of Records

Records are retained in accordance with healthcare regulations and ethical guidelines.

11. Request for Access to Records (PAIA)

To request access to records:

1. Submit a written request to the Information Officer
2. Provide sufficient detail of the requested information
3. Provide proof of identity

We may:

- Grant access
- Request additional information

- Refuse access where legally permitted

12. Grounds for Refusal of Access

Access to records may be refused:

- To protect patient confidentiality
- If disclosure would violate privacy rights
- If legally privileged information is involved

13. POPIA – Data Subject Rights

In terms of the Protection of Personal Information Act, individuals have the right to:

- Access their personal information
- Request correction or deletion
- Object to processing
- Withdraw consent

14. Complaints

If you believe your personal information has been mishandled, you may contact:

Information Regulator South Africa

Website: www.justice.gov.za/inforeg

Email: inforeg@justice.gov.za

15. Updates to This Manual

This Manual will be updated as required to reflect changes in legislation or practice operations.

16. Approval

This PAIA & POPIA Manual is approved by:

Tanya Huber

Information Officer

Tanya Huber Dietitian