

**NATALIE BUTTRESS INCORPORATED TRADING AS NB HEARING AND BALANCE
PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL**

Manual to access information in terms of section 51 of the Promotion of Access to Information Act

1. Introduction

This private practice is the practice of **NATALIE BUTTRESS INC t/a NB HEARING AND BALANCE**. The practice is managed according to the standards set by the Health Professionals Act of 1974 and the practitioners are subject to the authority of the Health Professionals Council of (HPCSA).

Our business is to practice audiology within the scope and ambit of our competence and training, as defined from time to time. We are bound by several ethical rules issued by the HPCSA, most notably the obligation to preserve patient confidentiality, unless legislation or a court order compels us to breach this duty.

Requesters should note that commercial information and financial information may be withheld on the grounds of sections 63-70 of the PAIA.

2. Practice details

Practice Name:	Natalie Buttress Incorporated t/a NB Hearing and Balance
Registration Number (if applicable):	2023/818340/21
Practice Number:	1120514
Registered Address:	Suite 5, Sea Point Medical Centre, 11 Kloof Road, Sea Point, 8001
Postal Address:	Suite 5, Sea Point Medical Centre, 11 Kloof Road, Sea Point, 8001
Telephone Number:	021 203 4327
Fax Number:	n/a
Practice Owner and Director	Dr Natalie Peta Buttress

3. Designated Information Officer

Name:	Charlene Swanepoel
Contact details:	021 203 4327

4. Human Rights Commission Guide

Section 10 of the Act requires the South African Human Rights Commission (SAHRC) to publish a Guide Containing information reasonably required by a person wishing to exercise or protect any right in terms of this Act. The SAHRC Guide will contain the following information:

- The objects of the Act.
 - Particulars of the information officer of every public body.
 - Particulars of every private body as are practicable.
 - The manner and form of a request for access to information held by a body.
 - Assistance available from both the information officers and the Human Rights Commission in terms of this Act.
 - All remedies in law regarding acts, omissions, rights and duties, including how to lodge an internal appeal and a court application.
 - Schedules of fees to be paid in relation to requests for access to information.
 - Regulations made in terms of the Act.
- Enquiries regarding the Guide can be addressed to the SAHRC, the contact details, as follows:
South African Human Rights Commission, Promotion of Access to Information Act Unit,
Private Bag 2700, Houghton 2041. Telephone: (011) 484-8300; Fax: (011) 484-0582; website: www.sahrc.org.za; E-mail: PAIA@sahrc.org.za

5. Information available from this practice in terms of the Act

Categories of information:

5.1 INFORMATION ON PRACTICE MODALITY

- a. We practise in an **Incorporated** practice and hold documentation and records required by the Companies Act of 1973, including, but not restricted to the Memorandum of Incorporation (MOI), minute books, resolutions, forms and registers of directors and shareholders, etc.

5.2 INFORMATION RELATING TO PROFESSIONAL PERSONS WORKING IN THE PRACTICE

- a. Certificates and cards proving professional registration at the HPCSA and other relevant Boards and Councils.

- b. Proof of payment of annual and registration fees, certificate of good standing

5.3 FINANCIAL INFORMATION

- a. Register of Mortgages and Debentures and Fixed Assets; Annual Financial Statements including Annual accounts; *Directors'
- b. Reports; Auditor's report; Books of Account; supporting schedules to books of account and ancillary books of account.
- c. Accounting records; Books of Account including journals and ledgers; Bank statements; Stock sheets; Delivery notes, orders.
- d. Invoices, statements, receipts, vouchers and bills of exchange; including claims sent to medical schemes.
- e. Copies of all Income Tax Returns and other tax returns and documents relating to Income Tax and VAT.

5.4 PATIENT RECORDS

- a. Records are kept on all patients. Records are kept for at least 6 years or as legally determined from time to time.
- b. Children records are kept until the age of 21.
- c. These records constitute personal confidential information that is protected from unauthorised third-party access.

5.5 EMPLOYMENT RECORDS

- a. Employees' names and occupations, time worked by each employee, remuneration paid to each employee.
- b. Attendance register, employment equity plan and -reports, salary and wages register, collective agreements.
- c. Disciplinary proceedings, arbitration awards and CCMA cases, skills development plan and training records, staff records.
- d. After date of employment ceases, expense accounts (including account(s), IRP5's and tax information pertaining to the employment of employees, employ contracts, performance management records, incentive schemes.
- e. Study assistance schemes, conditions of employment and policies (including but not limited to leave policies, motor vehicle.
- f. Scheme, telephone policy, etc.), group personal accident, group life, locum agreements and locum records.

5.6 OCCUPATIONAL HEALTH AND SAFETY

- a. Evacuation plan, Information Related to Health and Safety Committee/Officer.

5.7 PROPERTY (FIXED AND MOVABLE)

- a. Title Deeds; Leases; Building plans; Mortgage Bonds or servitudes to fixed property; Asset register; Finance and Lease Agreements.

5.8 INTELLECTUAL PROPERTY

- a. Licence Agreements, Secrecy Agreements, Research and Development Agreements, Consulting Agreements, Use Agreements, Joint Venture Agreements.

5.9 AGREEMENTS AND CONTRACTS

- a. Managed care agreements; Agreements with utility company/ies/close corporation(s), Software house / data warehouse /IT agreements; Agreements concerning provision of services or materials; Agreements with contractors and suppliers; Sale agreements; Purchase or lease agreements, Sale of practice agreement and documentation relating to goodwill.

5.10 LEGAL

- a. Complaints, Pleadings, Briefs and other documents pertaining to any actual, pending or threatened litigation, Arbitration or Investigation, Settlement agreements.

5.11 INSURANCE

- a. Insurance Policies; Professional Indemnity; Claim records; Details of insurance Coverages, Limits and Insurers.

5.12 Information available in terms of other legislation

- a. The practice holds certain extracts of information of the following statutes: - Basic Conditions of Employment Act No. 75 Of 1997, Employment Equity Act No. 55 of 1998, Health Professions Act No. 56 of 1974, Labour Relations Act No. 66 of 1995, Medicines and Related Substances Control Act Of 1965,
- b. Unemployment Insurance Act No. 63 of 2001

6. Information Automatically available

The following categories of records are available on request via the information officer for:

- i. Inspection, purchase or photocopying: Newsletters, Booklets, Pamphlets, Brochures, Posters.
- ii. Unavailable: Confidential patient information is not available without following the specific regulations of the various Acts.

7. Procedure for requesting access to the above information

If you wish to request access to any of the above categories of information, you are required to complete a request form available from: our information officer (see above); the SAHRC website (www.sahrc.org.za) or the Department of Justice and Constitutional Development website (www.doj.gov.za). There is a prescribed fee (payable in advance) for requesting and accessing information in terms of the Act. Details of these fees will be provided to you in advance of provision. You may also be called upon to pay the additional fees prescribed by regulation for searching for and compiling the information which you have requested, including copying charges. Access to information is not automatic, you must identify the right you are seeking to exercise or protect and explain why the record you request is required for this right. You will be notified whether your request has been approved. The fact that information is held by us and being listed in this manual should not be construed as conferring upon any requester a right to that information.

Name: Dr Natalie Peta Buttress Designation: Director and Owner Signature:  Date: 2023/08/01