

THE SELF-CARE ASSOCIATION OF SOUTH AFRICA

Unincorporated Association Operating Not for Gain

PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

Date of compilation	8 February 2019
Date of this revision	30 June 2026
Information Officer	Nicola Brink (Chief Executive Officer)

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1. List of acronyms and abbreviations

Acronym	Meaning
CEO	Chief Executive Officer
DIO	Deputy Information Officer
IO	Information Officer
Minister	Minister of Justice and Constitutional Development
PAIA	Promotion of Access to Information Act 2 of 2000 (as amended)
POPIA	Protection of Personal Information Act 4 of 2013
Regulator	Information Regulator (South Africa)
Republic	Republic of South Africa
SCA / the Association	The Self-Care Association of South Africa

2. Purpose of this PAIA Manual

This PAIA Manual is published by The Self-Care Association of South Africa (“the SCA” or “the Association”) in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended), read with Regulation 4 of the Regulations Relating to the Protection of Personal Information, 2018. It assists members of the public to:

- check the categories of records held by the Association that are available without a person having to submit a formal PAIA request;
- understand how to make a request for access to a record of the Association, through a description of the subjects on which the Association holds records and the categories of records held on each subject;
- identify the records of the Association that are available in accordance with other legislation;
- access the contact details of the Information Officer and any Deputy Information Officer who will assist with records sought;
- obtain the Guide on how to use PAIA, as updated by the Regulator;
- understand whether and why the Association processes personal information, the categories of data subjects and information concerned, the recipients to whom it may be supplied, any planned transborder flows, and the security measures applied to protect it.

3. Key contact details for access to information

3.1 Information Officer

Name	Designation	Telephone
Nicola Brink	Chief Executive Officer (Head of the private body)	082 410 5859

Email	nicola@selfcareassociation.co.za
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3.2 Deputy Information Officer

The Association has not designated a Deputy Information Officer. Should a Deputy Information Officer be designated in terms of section 17(1) of PAIA and section 56 of POPIA, this Manual will be updated with the relevant details.

3.3 General contact details / Head Office

Access-to-information email	nicola@selfcareassociation.co.za
Website	https://selfcareassociation.co.za/

4. Guide on how to use PAIA and how to obtain it

The Regulator has, in terms of section 10(1) of PAIA (as amended), updated and made available a revised Guide on how to use PAIA, in an easily comprehensible form, for any person who wishes to exercise a right under PAIA or POPIA. The Guide is available in each of the official languages and in braille.

The Guide contains a description of, among other things: the objects of PAIA and POPIA; the contact details of the information officers and deputy information officers of public and private bodies; the manner and form of a request for access to records of public bodies (section 11) and private bodies (section 50); the assistance available from information officers and from the Regulator; the remedies available in law, including internal appeals, complaints to the Regulator and applications to court; the provisions requiring the compilation of manuals; the provisions for voluntary disclosure of categories of records; the notices regarding fees; and the regulations made under section 92 of PAIA.

The Guide may be inspected or obtained, free of charge, during normal office hours from the offices of the Regulator and from public and private bodies, on request to the Information Officer, or from the Regulator's website at <https://info regulator.org.za>.

5. Categories of records available without a formal request

The following records are made available automatically and may be accessed without submitting a formal PAIA request:

Category of records	Types of record	Available on website	Available on request
Membership information	Membership application forms and information on how to become a member	Yes	Yes
Governance / policy	The SCA POPI Policy	Yes	Yes
This Manual	The SCA PAIA Manual	Yes	Yes

6. Records available in accordance with other legislation

Records are created and held in accordance with, among others, the following legislation. As legislation changes from time to time and new laws may extend or limit access, this list is not exhaustive.

6.1 Business legislation

Income Tax Act 58 of 1962; Value Added Tax Act 89 of 1991; Labour Relations Act 66 of 1995; Basic Conditions of Employment Act 75 of 1997; Employment Equity Act 55 of 1998; Skills Development Levies Act 9 of 1999; Unemployment Insurance Act 63 of 2001; Electronic Communications and Transactions Act 25 of 2002; Electronic Communications Act 36 of 2005; Consumer Protection Act 68 of 2008; and the National Credit Act 34 of 2005.

6.2 Health and sector legislation

National Health Act 61 of 2003; Medical Schemes Act 131 of 1998; Medicines and Related Substances Act 101 of 1965; Hazardous Substances Act 15 of 1973; Foodstuffs, Cosmetics and Disinfectants Act 54 of 1972; Children's Act 38 of 2005; Sterilisation Act 44 of 1998; Allied Health Professions Act 63 of 1982; Pharmacy Act 53 of 1974; Standards Act 8 of 2008; and the National Regulator for Compulsory Specifications Act 5 of 2008.

7. Subjects on which the Association holds records

The Association holds records on the following subjects and categories. Listing a record type here does not mean it will be disclosed; all access is subject to evaluation against the grounds of refusal in PAIA.

Subject	Categories of records
Internal / governance	Minutes; policies and procedures; annual and other reports; financial records; operational records; contracts; licences; intellectual property; marketing records; internal correspondence; statutory records.
Personnel	Personal files; employment contracts and conditions of employment; workplace policies; disciplinary, termination and performance records; records relating to temporary, fixed-term, part-time and permanent employees, contractors and Executive Committee members where applicable.
Membership	Application records; agreements; profiling; records of financial contributions; records of peer review or regulatory engagement; records of communications.
Supplier / service provider	Supplier registrations; contracts; confidentiality and non-disclosure agreements; communications; logs; delivery records; deliverables and commissioned work.
Technical / regulatory	Submissions to government, statutory and other bodies; manuals; logs; electronic and cached information; approvals, conditions and requirements; trade association and product information.
Third-party and market information	Third-party information held subject to purpose limitations; bought, publicly available and commissioned market and environmental information relevant to the self-care sector.

Note: In the health sector, personal, health and patient information is protected by legislation including POPIA, the National Health Act and applicable ethical rules, and disclosure may take place, if at all, only within those frameworks.

8. Processing of personal information

8.1 Purpose of processing

The Association processes personal information for: member communication; provision of access to information to members (e.g. journals, pamphlets, advisories); gathering of membership statistics including demographics, sector, skills and coverage; communication with and payment of suppliers, members and employees; research and surveys to improve member services and the self-medication industry; governance records and agreements; employment records and agreements; and the provision of services and supply of goods.

8.2 Categories of data subjects and personal information

Category of data subject	Personal information that may be processed
Members / member representatives	Names, contact details, identifying numbers, employment status, organisational affiliation and communications.
Employees / Exco / contractors	Names, contact details, identity numbers, qualifications, gender, race, employment and related records.
Suppliers / service providers	Names, registration and VAT numbers, addresses, banking details and contractual information.

The Association does not process the personal information of children.

8.3 Recipients to whom personal information may be supplied

Category of personal information	Recipients / categories of recipients
Member and sector information	Affiliated associates and members
Regulatory and sector engagement	SAHPRA and the National Department of Health

8.4 Planned transborder flows of personal information

The Association has no planned transborder (cross-border) flows of personal information.

8.5 Security measures

Records held by the Association are stored electronically on the Association's server and secured by firewall protection, encryption and password-protected access. Access is granted on a need-to-know basis to persons who require it to fulfil the Association's purposes or a legal obligation. The Association verifies that these safeguards remain effective and updates them in response to new risks. Where personal information is, or is suspected to be, compromised, the affected data subject and the Regulator will be notified as required by section 22 of POPIA.

9. How to request access to records

Requests for access to records held by the Association must be made on the prescribed form (Form 2: Request for Access to Record of Private Body, under the PAIA Regulations, 2021), addressed to the Information Officer at the contact details in section 3.

- The requester must provide sufficient particulars to identify the record, the requester and the form of access required, and must specify the right that the requester seeks to exercise or protect and why the record is required for that purpose.
- A prescribed request fee and, where applicable, an access fee or deposit may be payable before a request is processed. The applicable fees are those prescribed under the PAIA Regulations from time to time.
- The Association must decide on a request within 30 days. Access may be refused on any ground provided for in PAIA, including the mandatory protection of the privacy of third parties and the commercial information of third parties.
- Where a request is refused, the requester may lodge a complaint with the Regulator or bring an application to court, as set out in the Guide.

10. Availability of this Manual

A copy of this Manual is available:

- on the Association's website at www.selfcareassociation.co.za;
- at the Association's office for public inspection during normal business hours;
- to any person on request and on payment of a reasonable prescribed fee; and
- to the Information Regulator on request.

A copy of this Manual has been submitted to the Information Regulator in accordance with section 51(3) of PAIA.

11. Updating of this Manual

The Head of the Association will update this Manual on a regular basis as and when required to ensure it remains accurate and current.

Issued by:

Nicola Brink

Chief Executive Officer (Head of the private body)
The Self-Care Association of South Africa