



PAIA Manual

of

The Icon Group of Companies

(Icon Healthcare Holdings (Pty) Ltd
and the Icon Group Companies)

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1. Introduction to the Company

Icon Healthcare Holdings (Pty) Ltd is a private company, duly incorporated and registered in terms of the laws of South Africa with registration 2015/254381/07. This PAIA Manual applies to Icon Healthcare Holdings (Pty) Ltd and every company or other entity that is, from time to time, directly or indirectly owned or controlled by, under common ownership or control with, or otherwise forms part of the Icon Group (collectively, the "Icon Group Companies"). It applies to all current Icon Group Companies and automatically extends to any company or other entity that is acquired, incorporated, established or otherwise becomes part of the Icon Group, for so long as that company or entity forms part of the Icon Group and to the extent that it processes personal information in connection with the activities of the Icon Group. The Icon Group of Companies facilitates the provision of oncology treatment of patients at various oncology treatment facilities and provides managed care services related to oncology. Several group companies provide support services to the treatment facilities and practitioners who provide treatment at these facilities.

2. Purpose of the PAIA Manual

The purpose of this PAIA Manual is mainly to inform the public and other persons and entities of the records held by ICON group of companies, the personal information of data subjects processed by them and how access can be obtained to these records. Information on the companies and the Information Regulator is also provided.

3. Contact Details of the Holding Company

Company Name:	Icon Healthcare Holdings (Pty) Ltd
Registration Number:	2015/254381/07
Physical Address:	1 st Floor, Madison Square Park, 4 Howick Close, Tygerfalls, Bellville, Western Cape, 7530
Postal Address:	PO Box 15276, Tyger Valley, Bellville, Western Cape, 7536
Telephone Number:	021 944 3600
E-mail address:	murray.izzett@iconsa.co.za
Website address:	www.iconsa.co.za

4. Information and Deputy Information Officers

Information Officer:	Murray Izzett
Telephone Number:	021 944 3600

E-mail address: murray.izzett@iconsa.co.za

Deputy Information Officer: Akbarallie Abbas

Telephone Number: 021 944 3600

E-mail address: aabbas@iconsa.co.za

Access to Information General Contact: Colette Cloete

Email: ccloete@iconsa.co.za

5. Guide of the Information Regulator

The Information Regulator compiled a Guide, in terms of Section 10 of the Promotion of Access to Information Act (PAIA), to assist persons wishing to exercise their rights in terms of this Act. This Guide contains, amongst others, the following information:

- The purpose of PAIA,
- The manner, form and costs of a request for access to information held by a body,
- Legal remedies when access to information is denied,
- Assistance the Information Regulator can provide,
- Mechanisms to obtain the contact details of Information Officers, and
- Relevant legislation.

The Guide is available in all the official languages on the website of the Information Regulator or can be obtained from the Information Regulator at:

Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Postal address: PO Box 31533, Braamfontein, Johannesburg, 2017

Contact number: 010 023 5200

E-mail: enquiries@inforegulator.org.za

Website: <https://inforegulator.org.za/>

The Guide can also be obtained upon request from the Information Officer. A copy of the Guide is available for public inspection during normal office hours at all the group companies.

6. Records

The group companies hold the following categories of records:

Subjects on which the companies hold records	Categories of records
Companies	Statutory and governance records, financial records, assets, business agreements and engagements, strategic records, insurance and medical indemnity cover records
Patients	Medical records, patient forms, accounts and payment information, referral notes and reports, records related to clinical studies, complaints
Healthcare practitioners	Referral base and related records
Human resources (HR)	HR policies and procedures, employee (including job applicant) records, advertised positions, health and safety records

7. Information available in terms of Other Legislation

The Companies are required to hold certain records in terms of the following legislation subject to the specific protection offered by these laws:

Legislation	Category of Records
Basic Conditions of Employment Act 75 of 1997 and Labour Relations Act 66 of 1995	Employment contracts and related documentation
Children's Act 38 of 2005	Consent forms
Companies Act 71 of 2008	Articles of Association (Memorandum of Incorporation) and other statutory records
Consumer Protection Act 68 of 2008 and Medical Schemes Act 131 of 1998	Invoices related to medical treatment provided
Electronic Communications and Transactions Act 25 of 2002	Proof of electronic transactions
Employment Equity Act 55 of 1998	Employment equity reports
Hazardous Substances Act 15 of 1973	Records related to hazardous substances
Health Professions Act 56 of 1974 and Nursing Act 33 of 2015	Proof of registration (practitioners) and other records required by the Ethical Rules
Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011	Employees' tax-related information and payments made to directors/partners, vendors, service providers and suppliers
Medicines and Related Substances Act 101 of 1965	Records related to medicine, medical devices and radiation control
National Health Act 61 of 2003	Medical records and consent documents, where

	necessary
Occupational Health and Safety Act 85 of 1993 and Compensation for Occupational Injuries and Diseases Act 130 of 1993	Health and safety incidents; ergonomics records; claims and records related to treatment of occupational diseases and injuries
Promotion of Access to Information Act 2 of 2000	PAIA Manual, PAIA Guide and register of requests for access to records
Protection of Personal Information Act 4 of 2013	PAIA Manual, Privacy Policy and policies related to the protection of personal information
Provincial legislation such as the Regulations governing private health establishments Provincial Notice 187 of 2001 of 22 June 2001 (Western Cape)	Facility licences and related records
Road Accident Fund Act 56 of 1996	Records and invoices related to treatment of injuries sustained in road accidents
Skills Development Levies Act 9 of 1999 and Skills Development Act 97 of 1998	Records related to payment of levies and skills development reports
Unemployment Contributions Act 4 of 2002 and Unemployment Insurance Act 63 of 2001	Records related to payment of UIF contributions and relevant employee records
Value Added Tax Act 89 of 1991	VAT records

8. Records Automatically Available

The information on the website is automatically available without having to request access by completing Form 2 in terms of PAIA. Access and usage of the information on the website are subject to the Website Terms and Conditions as well as the Privacy Policy of the group of companies.

Patients may obtain access to their own records without completing Form 2.

If a patient of a doctor affiliated with the ICON group of companies changes to another affiliated doctor of the group for treatment, the patient's medical records will be shared with the new treating doctor upon request by that doctor without having to complete Form 2.

9. Purpose of Processing Personal Information

The companies process personal information of data subjects for the following purposes:

1. to conduct and manage the companies in accordance with the law, including the administration of the companies and claiming and collecting payment for services rendered from relevant funders, patients, and/or responsible persons / entities,

2. for communication purposes,
3. for the maintenance of company records and patients' medical records,
4. for employment and related matters of employees,
5. for reporting to persons and bodies as required and authorised in terms of the law or by the data subjects,
6. for historical, statistical and research purposes, and
7. for any other lawful purpose related to the activities of the companies.

10. Data Subjects, Their Personal Information and Potential Recipients

The companies hold personal information of the categories of data subjects as set out below as may be relevant in the circumstances.

The companies will share the personal information (including their records) of data subjects in general with the following persons and entities:

- Law enforcement and government agencies or other related third parties: From time to time, the companies may be required to provide personal information to a third party to comply with a subpoena, court order, government investigation, reporting obligation, or another legal process. If a company discloses personal information in this way, it will reasonably attempt to provide the relevant data subject with advance notice, unless it is prohibited from doing so or it is not appropriate in the circumstances,
- Corporate transactions: If a company becomes insolvent or is involved in a merger, acquisition, reorganisation, or sale of all or a portion of the company or assets, the company may share or transfer personal information as part of such corporate transaction,
- Administrative and clinical staff of the companies as may be required as part of their roles and functions,
- Service providers (such as IT service providers) who assist the companies in running their business - only if it is necessary, subject to confidentiality undertakings and legislation protecting the privacy of the personal information,
- The accountants and/or auditors of the companies,
- Professional advisers (including legal advisers) of the companies, and
- The insurers of the companies (including medical indemnity cover providers of healthcare practitioners), if required in the unlikely event of a claim.

Other potential recipients of data subjects' personal information and records are specified below. Information and records are only disclosed to recipients as may be necessary in the circumstances and authorised in terms of the law or otherwise with the consent of the relevant data subjects.

(a) Directors, Shareholders, Employees and Job Applicants

Categories of personal information	Names and contact details, title, identity number/date of birth, HPCSA/statutory council number, position or role at the company, nationality, gender, race, qualifications, specialisation, interests and other information included on CVs; membership of professional societies; relevant medical and disability information; employment-related information; bank details; professional indemnity cover; vetting reports (qualifications and criminal records) and references of job applicants; correspondence; and signatures of official signatories of the companies and FICA documentation.
Potential Recipients	Relevant public and private bodies (e.g. Companies and Intellectual Property Commission [CIPC]; South African Health Products Authority [SAHPRA], the Board of Healthcare Funders of SA [BHF]); funders; patients; banks; professional societies; peer review bodies; hospitals; members of the public (information on the website); vetting and recruitment agencies; and next-of-kin.

(b) Patients

Categories of personal information	Contact or other identifying information, such as name, address, telephone number, date of birth/identity number, age, gender, nationality, photos for identification purposes, health information including health status and medical history, results of special investigations; contact details and other relevant information about the persons who may provide consent on behalf of patients and of those responsible for the payment of accounts; accounts and payment details; employment details; names and contact details of next-of-kin; other information recorded on patient forms; and correspondence.
Potential Recipients	Treating and referring practitioners; relevant funders; hospitals; persons acting on behalf of patients and their estates; next-of-kin; debt collectors and attorneys; suppliers of medical devices such as prostheses and surgical implants; and third parties assisting with the administration and collection of accounts related to injuries on duty and the administration of the companies.

(c) Referring and Treating Healthcare Practitioners

Categories of personal information	Names and surnames; titles; contact details; addresses; practice code numbers; registered professions; and correspondence.
Potential Recipients	Funders and patients.

(d) Suppliers, Vendors and Other Third Parties

Categories of personal information	Person/entity's name and contact details; names, titles and contact details of relevant persons/office bearers; agreements and related information; practice code numbers; invoices; official documentation, including newsletters and statements; market information; and correspondence.
Potential Recipients	Banks; funders; patients; attorneys and debt collectors.

11. Planned Transborder Flows of Personal Information

The Companies store electronic information, including personal information of data subjects, in the 'cloud', the servers of which may be outside the borders of the Republic of South Africa ("RSA"). Due care is taken when selecting appropriate cloud service providers to ensure compliance with the Protection of Personal Information Act ("POPIA") and protect the privacy of data subjects. The companies do not plan to send any other personal information about any data subject to any other third party in a foreign country. Should this be required, relevant data subject consent will be obtained, where possible, and transfers of such information will occur in accordance with the requirements of the law.

12. Security Measures to Protect Personal Information

The Companies are committed to ensuring the security of the personal information in their possession or under their control to protect it from unauthorised processing and access as well as loss, damage or unauthorised destruction. The companies continually review and update their information protection measures to ensure the security, integrity and confidentiality of this information in accordance with industry best practices. The measures they adopt to ensure the security of personal information, include technical and organisational measures and internal policies to prevent unauthorised access, loss or use of personal information, for example, the physical securing of the offices where information is held; locking of cabinets with physical records; password control to access electronic records; server access control; and off-site data back-ups. In addition, only those practitioners and employees who require access to the information to treat patients and discharge their functions are permitted access to the

relevant information and only if they have concluded agreements with or provided undertakings requiring them to implement appropriate security measures and to maintain the confidentiality of the information. Contractors are required to adhere to the strict policies and processes and are subject to sanctions for any security breach. All security breaches are taken seriously and are addressed in accordance with the law.

13. Procedure to Obtain Access to Records or Information

The fact that information and records are held by a company as listed in this Manual should not be construed as conferring upon any requester any right to that information or record. PAIA grants a requester access to records of a private body if the record is required for the exercise or protection of any right. If a public body lodges a request, the public body must be acting in the public interest. Access to records and information is not automatic. Any person, who would like to request access to any of the above records or information, is required to complete a request form (Form 2), which is available from reception, the Information Officer of the companies and the Information Regulator at the contact details stipulated above and on the website.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester must identify the right he/she is seeking to exercise or protect and explain why the record requested is required for the exercise or protection of that right. If a request is made on behalf of another person, the requester must submit proof of the capacity in which the request is made to the satisfaction of the Information Officer. Access to the requested records or information or parts of the records or information may be refused in terms of the law. Requesters will be advised of the outcome of their requests.

14. Fees Payable to Obtain the Requested Records or Information

Fees may be charged for requesting and accessing information and records held by a company. These fees are prescribed in terms of PAIA. Details of the fees payable may be obtained from reception or the Information Officer. The fees are also available from the Information Regulator.

15. Availability of this Manual

A copy of this Manual is available for inspection, free of charge, at the companies and on the website. A copy of the Manual may also be requested from the Information Officer against payment of the appropriate fee, which may be obtained from the Information Officer.

