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ACTIVO HEALTH (PTY) LTD

Registration No: 2009/009541/07

PAIA MANUAL

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

This Manual applies to

ACTIVO HEALTH (PTY) LTD

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LIST OF ACRONYMS AND ABBREVIATIONS

PAIA	Promotion of Access to Information Act No. 2 of 2000 (as amended)
POPIA	Protection of Personal Information Act No. 4 of 2013
Regulator	Information Regulator (South Africa)

1. INTRODUCTION

1.1. The Promotion of Access to Information Act No. 2 of 2000 ("PAIA") came into operation in November 2001. PAIA seeks to, amongst others, give effect to the constitutional right of access to any information held by the state, or by any other person, where such information is required for the exercise or protection of any right. When a request is made in terms of PAIA, there is an obligation to release the information, except in circumstances where PAIA expressly provides that, the information must not be released or may be withheld. PAIA makes provision for a procedure to be followed to process any request for information.

1.2. PAIA establishes voluntary and mandatory procedures to give effect to the constitutional right of access to information in a manner which enables people to obtain records of public and private bodies as swiftly, inexpensively, and effortlessly, as reasonably possible and generally to promote transparency, accountability and effective governance of all public and private bodies.

1.3. Section 14 of the Constitution provides that everyone has the right to privacy. This right includes a right to protection against the unlawful collection, retention, dissemination and use of Personal Information.

1.4. The Protection of Personal Information Act, No.4 of 2013 ("POPIA"), provides for amongst others, the promotion of protection of Personal Information processed by public and private bodies, places certain conditions so as to establish minimum requirements for processing of Personal Information and the establishment of an Information Regulator to exercise certain powers and to perform certain duties and functions in terms of PAIA and POPIA.

1.5. POPIA gives individuals and organizations the right to, in the prescribed manner, to request to correct, delete Personal Information in its position or under its control that is inaccurate, irrelevant, excessive, outdated, incomplete, misleading, or obtained unlawfully, or to destroy, delete any Personal Information that an organization is no longer authorized to retain or access.

1.6. In terms of section 51 of PAIA, all private bodies are required to compile an information manual ("Manual").

1.7. This document serves as the PAIA Manual for Activo Health (Pty) Ltd.

1.8. This Manual is not exhaustive, nor does it comprehensively deal with every procedure provided for in PAIA and POPIA. Before making a request, individuals are therefore advised to familiarise themselves with the provisions of both PAIA and POPIA.

1.9. Should you have any difficulty in using this Manual, do not hesitate to contact the Information Officer identified in this Manual.

2. PURPOSE OF THIS PAIA MANUAL

This Manual is prepared in terms of Section 51 of PAIA to provide transparency regarding the records held by Activo Health (Pty) Ltd and the process for requesting access.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

3.1 Information Officer

Chief Finance Officer: Conrad Burger

Activo Health (Pty) Ltd

Email: info@activo.co.za

Telephone: +27 (0)21 943 0600

3.2 Access to Information General Contact

Email: info@activo.co.za
Website: www.activo.co.za

3.3 Head Office

2 Waterford Mews, Waterford Place, Century City, Cape Town, 7441
South Africa

4. GUIDE ON HOW TO USE PAIA

The Guide issued by the Information Regulator explains how to submit requests, applicable fees, and available remedies. It is available from the Regulator's website:
https://www.justice.gov.za/inforeg/

5. CATEGORIES OF RECORDS AVAILABLE WITHOUT FORMAL REQUEST

Category	Type of Record	Availability
Corporate Information	Company profile	Website / Upon request
Regulatory Information	SAHPRA licences (where public)	Upon request
PAIA Manual	Current version	Website / Upon request
Contact Details	General contact information	Website

6. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
Tax Records	Income Tax Act 58 of 1962
Employment Records	Basic Conditions of Employment Act 75 of 1997
Pharmaceutical Regulatory Records	Medicines and Related Substances Act 101 of 1965
PAIA Manual	PAIA 2 of 2000
POPIA Compliance Documentation	POPIA 4 of 2013

7. RECORDS HELD BY ACTIVO HEALTH (PTY) LTD

- Corporate Governance records
- Finance and accounting records
- Human Resources records
- Supply Chain and Procurement records
- Regulatory and Compliance records
- IT and Communications records

8. PROCESSING OF PERSONAL INFORMATION (POPIA)

Activo Health (Pty) Ltd processes personal information in accordance with POPIA for employment administration, regulatory compliance, supply chain management, and financial administration.

9. AVAILABILITY OF THE MANUAL

This Manual is available on the company website and at the head office upon request.

10. UPDATING OF THE MANUAL

This Manual will be reviewed and updated periodically in accordance with legislative requirements.



Conrad Burger
Chief Operating Officer

Activo Health (Pty) Ltd