

V MEDICAL AID ADMINISTRATIONS

SECTION 51

MANUAL IN TERMS OF THE PROMOTION OF ACCESS
TO INFORMATION





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PREAMBLE

The Promotion of Access to Information Act No. 2 of 2000, (“the Act”) came into operation on 23 November 2001. Section 51 of this Act requires that we as a private body compile manual giving information to the public regarding the procedure to be followed in requesting information from us for the purpose of exercising or protecting rights.

INTRODUCTION TO V MEDICAL AID ADMINISTRATORS (PTY) LTD

V Medical Aid Administrators offers a new and dynamic model as a Healthcare Administrator. Our model addresses the needs of Medical Schemes and its members. We as a Corporate body have compiled this manual, not only to comply with the provisions of the Act, but also to foster a culture of transparency and accountability in our internal and external environment and to ensure that members of the public have effective access to information in our possession which will assist them in the exercise and protection of their rights.

Inside these pages you will be able to view the categories of information which we possess. You will also be guided to the procedure to follow should you require access to any of this information.

A copy of this manual is also available on our website www.vmed.co.za

SECTION 1 – CONTACT DETAILS

Full Name of Business **V Medical Aid Administrators (Pty) Ltd**

Trading Name if applicable **as above**

Registration Number **2004/006809/07**

Registered Address

**Paramount Place
2nd Floor
Protea Road
Claremont**

Postal Address

**PO Box 44741
Claremont
7735**

Telephone Number **(021) 673 9300**

Fax Number **(021) 673 9309**

Designated Information Officer **Mr. Patrick Masobe (Managing Director)**

Email Address of Information Officer patrick.masobe@vmed.co.za or info@vmed.co.za

Website www.vmed.co.za

SECTION 2 – THE OFFICIAL 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 Guide will contain the following information:

1. The objects of the Act;
2. Particulars of the information officer of every public body;
3. Particulars of every private body as are practicable;
4. The manner and form of a request for access to information held by a Body;
5. Assistance available from both the information officers and the Human Rights Commission in terms of this Act;
6. All remedies in law regarding acts, omissions, rights and duties, including how to lodge an internal appeal and a court application;
7. Schedules of fees to be paid in relation to requests for access to information;
8. Regulations made in terms of the Act.

Copies of this Guide will be available as soon as it is published by the SAHRC.

Enquiries regarding the Guide can be addressed to the SAHRC, the contact details of which are as follows:

Post:

South African Human Rights Commission
Promotion of Access to Information Act Unit
Research and Documentation Department
Private Bag 2700
Houghton
2041

Telephone: (011) 484-8300

Fax: (011) 484-0582

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

SECTION 3 – INFORMATION AUTOMATICALLY AVAILABLE

Vmed has not submitted any notice in terms of section 52 (1) of the Act

The following information is available without a request in terms of the Act.

1. Newsletters
2. Brochures
3. Any marketing information

SECTION 4 – INFORMATION AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

Where applicable to our operations, information is also available in terms of certain provisions of the following statutes:

1. Companies Act 61 of 1973
2. Basic Conditions of Employment Act No. 75 of 1997
3. Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
4. Occupational Health and Safety Act No 85 of 1993
5. Employment Equity Act No. 55 of 1998
6. Income Tax Act No. 95 of 1967
7. Labour Relations Act No. 66 of 1995
8. Value-added Tax Act No. 89 of 1991
9. Skills Development Levies Act No 9 of 1999
10. Unemployment Insurance Act No 63 of 2001

SECTION 5 – INFORMATION AVAILABLE IN TERMS OF THE PROVISION OF THE ACT

Vmed has the following records, to which the right and manner of the access will be provided in accordance with the Act.

A requestor will be given access to any record of a private body if:

- a) That record is required for the exercise or protection of any rights, which must be motivated by the requestor.
- b) That person complies with the procedural requirements as set out in the Act
- c) Access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of the Act.

Financial Records

- Management Accounts/Annual Financial Statements
- Tax Returns
- Accounting Records and Reporting
- Banking records
- Asset Register
- Rental Agreements
- Invoices and Statements
- Agreements and Correspondence
- Statutory returns
- Debt Management Procedure for Hand over of Bad debts

Employee Relations/Personnel Records

- Employment contracts/Agreements
- Employment Equity Plan (when applicable)
- Medical Aid records
- Pension/Provident Fund Records
- Disciplinary Records
- Salary Records
- SETA Records (when applicable)
- Documents relating to appointments, promotions, dismissals, suspensions, demotions and Disciplinary actions
- Leave records
- Training records/Manuals
- Policies and Procedures
- Forms and Applications

Income Tax Records

- PAYE Records
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- All other statutory compliances:
- VAT, Regional Services Levies, Skills Development Levies, UIF and Workmen's Compensation

Marketing/Branding/Communication

- Promotional material
- Agreements (clients and suppliers)
- Print material
- Brochures and advertising material
- Brand and advertising material
- Print and advertisements
- Correspondence
- Legal Proceedings

Company Secretarial Services and Administration

- Contracts / Agreements
- Annual reports
- Board Agendas
- Document relating to share incentive schemes
- Minutes of Meetings (Management, EXCO and BoD)
- Registers required in terms of Companies Act
- Share certificate
- Statutory documents such as memoranda, articles of association and certificate of incorporation
- Legal Proceedings
- Applications for Funding (Social responsibility)
- Reports (Social responsibility)
- Corporate social investment and support
- Insurance Policies (underwriting and claim documentation)

Intellectual Property/Information Management and Technology

- System documentation and manuals
- Hardware and Software maintenance
- Telephone lines, leased lines and data lines
- Licenses
- Project, disaster recovery and implementation plans
- Agreements
- Policies and Procedures
- Applications for trademarks, patents and designs
- Assignment, cession and transfer of trademarks, patents, designs and copyright material

Building, Maintenance and Health and Safety

- Maintenance and inspection Schedules
- Preventative maintenance programs
- Operating Procedures
- Safety and Health Policy
- Documents relating to reporting and investigation of safety incidents
- Applications for permits, authorization and exemptions

SECTION 6 - REFUSAL OF ACCESS AND PROTECTION OF INFORMATION

In terms of Chapter 4 of the Act, Vmed must refuse access to information categorised into the following, save in circumstances provided for in the Act:

1. Information relating to the privacy of natural persons
2. Information consisting of commercial or confidential information of third parties
3. Information for the protection of the safety of individuals and the protection of property
4. Protection of law enforcement and legal proceedings
5. Protection of research information
6. Commercial information of Company such as trade secrets and confidential information
7. Certain records of SARS
8. Manifestly frivolous requests
9. Intellectual Property (Business Processes)

SECTION 7 – FEES AND ACCESS TO INFORMATION

Fees:

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee, as prescribed from time to time.

After the head of the private body has made a decision on the request, the requester must be notified in the required form. If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

The Procedure to be followed to Request Access to the Records:

If you wish to request access to any of the above categories of information, you are required to complete a FORM C as contained in the Regulations to the ACT. (Regulation 10, Act no. 2 of 2000). Should assistance be required in obtaining and or completing a form, please contact the information officer (see section 1 above).

It is important to note that access 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 the exercise or protection of that right. You will be notified in the manner indicated by you on the request form whether your request has been approved.

Signed at **Claremont** on this day **4th** day of **July 2007**

Patrick Masobe
Managing Director
V Medical Aid Administrators (Pty) Ltd