



PAIA MANUAL

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

DATE OF REVISION: 29/10/2025

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1. INTRODUCTION

Genesis Medical Scheme (“Genesis” / “the Scheme”) is an open medical scheme registered in terms of section 24(1) of the Medical Schemes Act 131 of 1998. The Scheme is a private body as defined in the Act.

2. LIST OF ACRONYMS AND ABBREVIATIONS

2.1	“Beneficiary”	A member or a person admitted as a dependant of a member
2.2	“Data subject”	A natural or juristic person to whom personal information relates in terms of POPIA
2.3	“Deputy Information Officer”	A person acting on behalf of the Scheme and who has been assigned the responsibility of discharging the duties and responsibilities of the Scheme as prescribed in terms of the Promotion of Access to Information Act 2 of 2000 (as amended)
2.4	“Employee”	Any person who works for or provides services to or on behalf of the Scheme and who receives, or is entitled to receive remuneration, and/or any other person who assists in carrying out or conducting the business of the Scheme and who has a written contract of employment with the Scheme
2.5	“Genesis Medical Scheme”	An open medical scheme registered in terms of the Medical Schemes Act (No. 131 of 1998)
2.6	“Information Regulator”	The Information Regulator established in terms of section 39 of the Protection of Personal Information Act, 2014

2.7	“Member”	A person who is admitted as a member of the Scheme in terms of its Rules and who contributes to the Scheme in order to qualify for benefits in terms of the Rules of the Scheme
2.8	“PAIA”	The Promotion of Access to Information Act, 2000 (as amended)
2.9	“Personal Information”	Refers to the meaning ascribed thereto in section 1 of POPIA
2.10	“POPIA”	The Protection of Personal Information Act, 2013
2.11	“Requester”	Any person making a request for access to a record that is under the control of the Scheme
2.12	“Request for access”	The meaning ascribed thereto in section 1 of PAIA
2.13	“Scheme”	Genesis Medical Scheme
2.14	“Third Party”	Any natural or juristic person other than the requester or such party acting on behalf of the requester, or the Scheme itself

3. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to:

- 3.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 3.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;

- 3.3 know the description of the records of the body which are available in accordance with any other legislation;
- 3.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 3.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 3.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF GENESIS MEDICAL SCHEME

*The Information Officer and any Deputy Information Officers have been, or will be **registered with the Information Regulator** in terms of POPIA s55(2) using the Regulator's prescribed process/portal.*

4.1. Registration number

4.2. Information Officer

Name: Dennis van der Merwe

Tel: (021) 442 9900

Email: dvandermerwe@genesismedical.co.za

Fax number: (021) 447 4707

4.3 Deputy Information Officer

Name: Jeannett Morton

Tel: (021) 442 9900

Email: jmorton@genesismedical.co.za

Fax number: (021) 447 4707

4.4 Access to information general contacts

Email: paia@genesismedical.co.za

4.5 Head Office

Physical Address: The Terraces, 4th Floor
Black River Park
Fir Street
Observatory
7925

Postal Address: P.O. Box 114
Observatory
7935

Telephone: (021) 447 4707

Email: genesis@genesismedical.co.za
Website: <https://www.genesismedical.co.za>

5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 5.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 5.2. The Guide is available in each of the official languages and in braille. The Regulator’s Guide is available for inspection at our offices in at least two official languages as required by regulation 2.
- 5.3. The aforesaid Guide contains the description of-
 - 5.3.1 the objects of PAIA and POPIA;
 - 5.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 5.3.2.1 the Information Officer of every public body, and
 - 5.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - 5.3.3 the manner and form of a request for-
 - 5.3.3.1 access to a record of a public body contemplated in section 11; and
 - 5.3.3.2 access to a record of a private body contemplated in section 50;
 - 5.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 5.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;

- 5.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 5.3.6.1 an internal appeal;
 - 5.3.6.2. a complaint to the Regulator; and
 - 5.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 5.3.7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 5.3.8. the provisions of sections 15 (public bodies) and 52 (private bodies) providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 5.3.9. the notices issued in terms of sections 22 and 54(1) regarding fees to be paid in relation to requests for access; and
- 5.3.10. the regulations made in terms of section 92.
- 5.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 5.5. The Guide can also be obtained-
 - 5.5.1. upon request to the Information Officer;
 - 5.5.2. from the website of the Regulator (<https://info regulator.org.za>).

6. CATEGORIES OF SCHEME RECORDS WHICH ARE AVAILABLE UNDER PAIA WITHOUT A PERSON HAVING TO REQUEST ACCESS

The categories of Scheme records listed below are available without a person having to request access by completing Form 2. Access and usage of records are subject to the registered Rules of the Scheme as well as its Privacy Policy on its website.

Category	Types of Records	Access Location
Statutory records	Registered Scheme Rules	✓ Website / App
Financial records	Audited financial statements, Trustees' and Auditor's report	✓ Website
Agreements	Standard agreements available publicly	✓ Website

7. RECORDS AVAILABLE UNDER THE MEDICAL SCHEMES ACT (s51(1)(d))

- (a) Hard copies of the following records of the Scheme are available on request after payment of prescribed fees determined by the Rules of the Scheme:
- The Rules of the Scheme as stamped and signed by the Registrar of Medical Schemes
 - The latest audited financial statements of the Scheme including the report of Trustees
- (b) The documents referred to in (a) above are available on request by a member for inspection at the registered address of the Scheme at no charge.
- (c) Any person (upon payment of prescribed fees) may inspect at the office of the Registrar of Medical Schemes any record referred to in (a) above and make a copy thereof or take extracts there from, or obtain from the Registrar a copy thereof or extract there from. The contact details are as follows:

Registrar of Medical Schemes

Address: Block A
Eco Glades 2 Office Park
420 Witch-Hazel Avenue
Eco Park
Centurion
0157

Telephone: (012) 431 0500

Facsimile: (012) 430 7644

Website: www.medicalschemes.co.za

8. RECORDS AVAILABLE ON REQUEST (s50 PAIA)

Category	Types of Records	Access Method
Member / Beneficiary records	Membership application forms, personal details, benefit selections, medical records, claims, funding decisions, tax certificates, correspondence	Form 2 request
Healthcare service provider records	Claims, statements, remittances, payments	Form 2 request
Broker records	Broker details, commission statements, agreements, member client info	Form 2 request
Employer group records	Contribution payment records, correspondence	Form 2 request
Assets records	Asset register, purchase records, lease agreements, sale/purchase agreements, rental payments, software licenses	Form 2 request
Legal records	Legal opinions, pleadings, litigation documents	Form 2 request
Insurance records	Fidelity/indemnity cover contracts, claims records, correspondence	Form 2 request
Employment records	Employment contracts, salary records, leave records, UIF & PAYE records, disciplinary records, training records, general correspondence	Form 2 request
Health and safety records	Evacuation plans	Form 2 request

Category	Types of Records	Access Method
Disaster recovery records	Disaster recovery plan	Form 2 request

9. SCHEME RECORDS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

The following records are available in accordance with any of the South African legislation.

Applicable legislation	Categories of Records
Employment Equity Act 55 of 1998	Employment equity reports and related records
Skills Development Levies Act 9 of 1999 and Skills Development Act 97 of 1998	Records related to payment of levies pertaining to skills development 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 related employee records
Occupational Health and Safety Act 85 of 1993	Health and safety incidents; ergonomic reports
Compensation for Occupational Injuries and Diseases Act 130 of 1993	Records related to claims emanating from the workplace
Promotion of Access to Information Act 2 of 2000	PAIA Manual

Protection of Personal Information Act 4 of 2013	PAIA Manual and policies related to the protection of personal information, including a privacy and a record-keeping policy
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10. DESCRIPTION OF SCHEME RECORDS IN ACCORDANCE WITH SECTION 51 (1) (e)

Category of Records	Applicable Legislation
Statutory records	Documents related to the registration of the Scheme in terms of the Medical Schemes Act, i.e. the Certificate of Registration of the Scheme, statutory returns, Rules certificates and other documents provided to the Council for Medical Schemes (CMS) and the Registrar of Medical Schemes Registered Scheme Rules
Governance records	Register of Trustees, documentation in respect of the Board of Trustees and Audit Committee of the Scheme, the appointment or election of Trustees and committee members, meeting packs and minutes and other governance-related documents
Financial records	Management accounts, bank statements, invoices, receipts and related documents and related documentation Audited financial statements, Trustees' and Auditor's report of the Scheme

Beneficiary records	Membership and beneficiary records comprising of, <i>inter alia</i> (but not limited to), membership application forms and supporting documentation, date of birth, benefit option selected, relevant medical information and records, underwriting decisions, hospital admission and other treatment requests and decisions, funding decisions, treatment prescribed, claims details, claims paid, benefits utilisation, medical reports, clinical reports, records related to the payment of contributions, membership history, tax certificates, claims statements, suspensions, complaints and disputes and general correspondence
Healthcare service provider records	Claims, statements, remittances and payments
Service providers, consultants and suppliers	Agreements, payments and general correspondence
Broker records	Broker details, commission payments and commission statements Member listing and basic non-confidential information Agreements
Employer group records	Participating employer group records, contribution payment records, statements and general correspondence
Assets records	Asset register, purchase records, lease agreements, sale and purchase agreements, rental payments and software licenses

Legal records	Legal opinions and advice, pleadings, briefs and other documents pertaining to any actual or potential legal action or litigation, fraud and related records
Insurance records	Fidelity and indemnity cover contracts, insurance policies, claims records and related correspondence
Employment records	Employment contracts, conditions of employment, workplace policies, code of conduct, skills development plans, training records, salary records, relevant tax records, leave records, medical scheme member records, disciplinary records, UIF & PAYE records and returns, training manual and general correspondence
Health and safety records	Evacuation plan
Disaster recovery records	Disaster recovery plan

Disclaimer: The Scheme has used its best endeavours to supply a comprehensive list of records kept, however, it is possible that this list may not be exhaustive.

11. PROCESSING OF PERSONAL INFORMATION

11.1 Purpose of Processing Personal Information

The Scheme needs personal information relating to both individual and juristic persons in order to carry out its business. The Scheme processes personal information of data subjects for the following reasons:

- 11.1.1 To conduct the business of a medical scheme in terms of the Medical Schemes Act, including admission to membership, eligibility, risk assessment and risk management of beneficiaries, underwriting, benefits management, assessment, auditing and payment of claims,

investigation into potential fraud or non-declaration of information, the collection of contributions and to register as an online user;

- 11.1.2 For enforcement of the Scheme's rights, or for any other lawful purpose which relates to the business of a medical scheme;
- 11.1.3 To report to persons and bodies as required and authorised in terms of the Scheme Rules and relevant legislation or governance purposes;
- 11.1.4 For historical and statistical purposes and to project future demographic or claims patterns;
- 11.1.5 To verify provider details;
- 11.1.6 To verify broker details;
- 11.1.7 For member service and communication purposes;
- 11.1.8 For marketing purposes.
- 11.1.9 For employment and related matters; and
- 11.1.10 For temporary access to the online Scheme Rules, which require personal information, a username and a password.

11.2 Categories of Data Subjects and of the information or categories of information relating thereto

Genesis Medical Scheme holds categories of records and personal information in respect of the categories of data subjects specified below as may be relevant to the circumstances.

Information is only disclosed as may be necessary in the circumstances and authorised in terms of the law or otherwise with the express consent of the data subjects.

Categories of Data Subjects	Personal Information that may be Processed
Members & beneficiaries	Full names and surnames; titles; addresses; contact details; identity numbers; dates of birth; age; gender; employment details (e.g., employer, employee number, employment date); dependants' details; nationality; relationship of dependant to principal member; dependant status; bank details; health information, including pre-existing conditions, medical conditions, diagnoses and treatment; previous medical scheme cover; details of treating providers; membership contributions and payment-related information; funding requests, tax certificates, claims, funding decisions, benefit allocation and benefit utilisation; waiting periods and late joiner penalties; membership entry and termination dates; information related to complaints and disputes; telephone call recordings; completed Scheme documents, such as member / dependant application forms, consent forms, including members' signatures; website / scheme app access details; nominated broker details; and general correspondence.
Service Providers	Full names and surnames / entity names; titles; addresses; contact details; practice code numbers; relevant contact persons' names, surnames and contact details; bank details; bank verification letters; claims, remittance advices and payment related information; utilisation of Scheme benefits; and general correspondence.
Employees	Full names and surnames; titles; identity numbers; age; addresses; contact details; positions or roles at the Scheme; nationalities; gender; race; qualifications;

	vetting reports; employment history, references; other information included on CVs; relevant medical and disability information, if applicable; employment-related information such as sick certificates, performance and disciplinary records, salary information, tax numbers and employment history; bank details, next-of-kin; and general correspondence.
Trustees & committee members	Full names and surnames; titles; identity numbers; age; addresses; contact details; nationalities; gender; qualifications; other information included on nomination forms; curriculum vitae (“CVs”); declarations of interests; signatures of official signatories and proof of residence, bank details, position held at the Scheme; recordings of virtual meetings; records of meeting attendance and participation, information included in minutes of meetings and participation in business-related matters / events on behalf of the Scheme.
Brokers	Names and surnames and identity numbers of individual brokers; contact details; organisation names; accreditation and broker codes/reference numbers; agreements; performance profiles; complaints; remuneration; payment information, including bank details and VAT numbers; completed forms, including signatures; member clients; and other confidential correspondence.
Employer groups	Names, locations and addresses; names, surnames and contact details of contact persons; contribution payment and related information; number of employees; bank details; and general correspondence.

Suppliers	Entity names; names, surnames, titles, contact details and positions of contact persons; licences; accreditation status; performance; proposals, agreements and related information; payment information including banking details and VAT numbers; official documentation; and correspondence.
Insurers	Entity names, addresses and contact details; addresses; names, surnames, titles, contact details and positions of contact persons; claims; payment-related information, including banking details; and general correspondence.

11.3 Security Measures in place to protect personal information

Genesis Medical Scheme holds the categories of records and personal information in respect of the categories of data subjects specified as may be relevant to the circumstances. The potential recipients of the personal information processed by the Scheme are also specified. Information and records are only disclosed as may be necessary in the circumstances and authorised in terms of the law otherwise with the express consent of the relevant data subjects.

The Scheme is committed to ensuring the security of the personal information in its possession to protect it from unauthorised processing and access. It continually reviews and updates its information protection measures to ensure the security, integrity and confidentiality of this information. The measures it adopts to ensure the security of personal information includes technical and organisational measures and internal policies to prevent unauthorised access, loss or use of personal information, for example, access control to records of personal information and off-site data back-ups.

In addition, only those employees, office-bearers and service providers that require access to the information to discharge their functions relating to the Scheme's

business and the services provided are be permitted access to the relevant information and only if they have concluded agreements with or provided undertakings to the Scheme regarding the implementation of appropriate security measures, maintaining the confidentiality and processing the information only for the agreed purposes.

The processing and protection of personal information described in this manual are aligned with the POPIA principles, including lawfulness, purpose limitation, data minimisation, and security safeguards. For further details, please refer to the Scheme's Privacy Policy."

12. AVAILABILITY OF THE MANUAL

12.1 A copy of the Manual is available –

12.1.1 on the website of Genesis Medical Scheme;

12.1.2 at the Head Office of Genesis Medical Scheme for public inspection during normal business hours;

12.1.3 to any person upon request and upon the payment of the prescribed fee; and

12.1.4 from the Information Regulator upon request, in the prescribed manner.

12.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

13. UPDATING OF THE MANUAL

The Information Officer of Genesis Medical Scheme will, on a regular basis, review this manual and update it accordingly.

14. ACCESS REQUEST PROCEDURE

It is important to note that the successful completion and submission of an access request form does not automatically allow the requester access to the requested record.

An application to access to a record(s) is subject to the limitations if the requested record falls within a certain category as specified in Section 57(4)(i) of the Medical Schemes Act, sections 62-70 of PAIA, and / or Chapter 4 of POPIA.

If it is reasonably suspected that the requester has obtained access to records through the submission of materially false or misleading, legal proceedings may be instituted against such requester.

14.1 Completion of the Access Request Form

In order to facilitate a timely response to requests for access, all Requestors should take note of the following when completing the Access Request Form:

- The **Access Request Form** (Form 2) must be completed;
- Proof of identity is required to authenticate the identity of the Requestor (copy of Identification Document is required);
- Complete the form in BLOCK LETTERS and answer every question;
- If a question does not apply state N/A in response to that question;
- If there is nothing to disclose in reply to a particular question state “nil” in response to that question;
- If there is insufficient space on a printed form, additional information may be provided on an attached document;
- When the use of an attached document is required, precede each answer with the applicable title.

14.2 Submission of the Access Request Form

The complete Access Request Form, together with a copy of the Identity Document, must be submitted either via post, e-mail or fax and must be addressed to the Information Officer of the Scheme.

An initial, request fee of R57.00 (including VAT) is payable on submission.

This fee is not applicable to Personal Requestors. A Personal Requestor is any person seeking to access records that contain their Personal Information.

14.3 Payment of Fees

Payment details can be obtained from the Information Officer and must be made via a direct deposit. Proof of payment must be supplied at all times.

The Access Fee must be paid prior to access being given to the requested record. If the request for access is successful an additional fee may be required for the search, reproduction and/or preparation of the record(s). This additional fee will be calculated based on the Prescribed Fees.

(Section 54(7) of the Promotion of Access to Information Act, 2000 (Act No.2 of 2000)
[Regulation 11 (3)] [Fees for Record of Private Body]

- A. Records that are automatically available to the general public, or principal members, need not be requested in accordance with the procedure outlined in section 13.
- B. **PLEASE NOTE THAT ALL PRICES LISTED BELOW ARE INCLUSIVE OF VALUE ADDED TAX.**

Item	Description	Fee
(i)	Request fee (payable by a requester other than a personal requester, before processing)	R140.00
(ii)	Photocopy of an A4 page or part thereof	R2.00 per page
(iii)	Printed copy of an A4 page or part thereof held in electronic form	R2.00 per page
(iv)	Copy in a computer-readable form on a flash drive (requester must provide flash drive)	R70.00
(v)	Transcription of visual images (per A4 page or part thereof)	R50.00

(vi)	Copy of visual images	R60.00
(vii)	Transcription of an audio record (per A4 page or part thereof)	R25.00
(viii)	Copy of an audio record	R40.00
(ix)	Search for and preparation of a record for disclosure (per hour or part thereof, excluding the first hour)	R145.00
(x)	Postage or courier	Actual cost
(xi)	Deposit (if search/preparation likely to exceed six hours)	One-third of the access fee

(Section 54(2) of the Promotion of Access to Information Act, 2000 (Act No.2 of 2000)
[Regulation 11(3)]

C. PLEASE NOTE THAT ALL PRICES LISTED BELOW ARE INCLUSIVE OF VALUE ADDED TAX.

- (i) Six (6) hours as the hours to be exceeded before a deposit is payable and;
- (ii) One third of the Access Fee is payable as a deposit by the Requestor.

(Section 54(7) of the Promotion of Access to Information Act, 2000 (Act No.2 of 2000)
[Regulation 11(3)]

D. PLEASE NOTE THAT ALL PRICES LISTED BELOW ARE INCLUSIVE OF VALUE ADDED TAX.

- (i) The actual postage fee is payable when a copy of a record must be posted to a Requestor.

14.4 Notification

The Scheme will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons to that effect. The 30-day period within which the Scheme has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty days, if the request is for a large volume of information and the information cannot be

reasonably obtained within the original 30 day period. The Scheme will notify the Requestor in writing should an extension be sought.

15. GROUNDS FOR REFUSAL

The Scheme may refuse access to information. The following are the main reasons / grounds on which the Scheme may refuse or decline a request for information held by it:

- 15.1 Mandatory protection of the privacy of a third party who is natural person, which would involve the unreasonable disclosure of Personal Information of that natural person;
- 15.2 Mandatory protection of the commercial information of a third party, if the record contains –
 - (i) Trade secrets of that party;
 - (ii) Financial, commercial, or technical information whose disclosure could likely cause harm to the financial or commercial interests of that party; and
 - (iii) Information disclosed in confidence by a third party to the Scheme if the disclosure could prejudice that third party in any way.
- 15.3 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 15.4 Mandatory protection of the safety of individuals;
- 15.5 Mandatory protection of records which could be regarded as privileged in legal proceedings;
- 15.6 The Commercial Activities of the Scheme which may include:
 - (i) Trade secrets of the Scheme

- (ii) Financial, commercial, or technical information whose disclosure could likely cause harm to the financial or commercial interests of the Scheme.

If the Scheme cannot find the records that the Requester is looking for despite reasonable and diligent search and it believes either that the records are lost or that the records are in its possession but unattainable, the Requester will receive a notice in this regard from the Information Officer in the form of an affidavit setting out the measures taken to locate the document and accordingly the inability to locate the document.

16. REMEDIES AVAILABLE TO GROUNDS FOR REFUSAL OF A REQUEST FOR ACCESS IN TERMS OF PAIA

If access to a requested record is refused, the requester has the following remedies:

- 16.1 The requester may lodge a complaint with the Information Regulator, using the prescribed **Form 5 (Complaint Form)**, available from the Information Regulator's website or on request.
- 16.2 The requester may apply to a court for appropriate relief within 180 days of being notified of the refusal, in terms of section 78 of PAIA.

17. REMEDIES AVAILABLE TO THE SCHEME

The Scheme has the right to lay a complaint to the Regulator if the information is disclosed in terms of the two Acts mentioned herein or if its rights are infringed.

FOR AND ON BEHALF OF GENESIS MEDICAL SCHEME



Dennis van der Merwe

PRINCIPAL OFFICER

ACCESS REQUEST FORM 2

Section 53(1) of the Promotion of Access to
Information Act, 2000 (Act No 2 of 2000)
[Regulation 10]

REQUESTS CAN BE SUBMITTED EITHER VIA E-MAIL, FAX OR POST ADDRESSED TO THE RELEVANT CONTACT PERSON AS INDICATED IN PAIA MANUAL OF GENESIS MEDICAL SCHEME.

1. PARTICULARS OF PRIVATE BODY

Proof of capacity in which request is made, if applicable, must be included / attached.

Name of entity:

Registration number:

Contact person:

Capacity:

Postal address:

Physical address:

Contact number:

E-mail address:

2. PARTICULARS OF REQUESTER (IF NATURAL PERSON)

Proof of capacity in which request is made, if applicable, must be included / attached).

Full name and surname:

Identity / Passport number:

Capacity:

Postal address:

Physical address:

Contact number:

E-mail address:

3. PARTICULARS OF RECOR(S) REQUESTED

Provide detailed particulars of the record(s) to which access is requested.

If the space provided is inadequate, please use a separate document and include / attach it to this form.

Description of record(s) or relevant part(s) of the record(s):

4. FORMAT OF ACCESS TO RECORD

Compliance with your request in the specified format may depend on the format in which the record is available.

Record in written / printed form

☐

or

Record of visual images

☐

or

Recorded information

Audio of soundtrack

☐

or

Transcription of soundtrack

☐

5. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the space provided is inadequate, please use a separate document and include / attach it to this form.

Indicate the right to be exercised or protected:

Explain why the record(s) requested is required for the exercise or protection of the aforementioned right:

9. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved or denied.

10. Signed at **on this** **day of**
..... **20**

.....
**SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE**

YOU MUST:

1. Complete all necessary fields
2. Sign the Access Request Form
3. Sign all additional folios completed

SEND WITH THIS APPLICATION:

1. The request fee (if not the personal Requester)
2. Any additional folios completed
3. Certified copy of Identity Document