

# JOHARET VILJOEN FISIOTERAPEUTE (PTY) LTD

## PROMOTION OF ACCESS TO INFORMATION ACT MANUAL

**(Private Body)**

This manual has been prepared in terms of Section 51 of the Promotion of Access to Information Act, 2 of 2000

Last Updated: 08/09/2025

## 1. Introduction and purpose of the manual

This manual has been prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2 of 2000 ("PAIA) and the Protection of Personal Information Act, 4 of 2013 ("POPIA).

PAIA is to promote the right of access to information and POPIA works alongside PAIA to protect personal information processed by public and private bodies. The purpose of this manual is to explain what records the company holds and to assist a requester on how they may request access to those records, under PAIA.

This manual provides an outline of the type of records held by Joharet Viljoen Fisioterapeute (Pty) Ltd and explains how such information may be accessed.

## 2. Request for access to information – contact details

In the event that a person or entity requires access to information as contemplated in the Act, the following contact details should be used by the requester.

Name of Practice: **Joharet Viljoen Fisioterapeute (Pty) Ltd**

Registration Number: **2025/100188/07**

Physical and Postal address: **The Islands Medical**  
**The Islands Mall, R512**  
**Hartbeespoort**  
**North West**  
**0216**

Telephone: **072 202 1840**

Email: [viljoenfisio@gmail.com](mailto:viljoenfisio@gmail.com)

### 3. Information Officer and Deputy Information Officer

In terms of PAIA and POPIA, the Information Officer (IO) is responsible for compliance. The IO may designate one or more Deputy Information Officers (DIOs).

**Information Officer:**

Joharet Viljoen

072 202 1840

[viljoenfisio@gmail.com](mailto:viljoenfisio@gmail.com)

**Deputy Information Officer**

None appointed

### 4. Information Regulator

Guidance on how to use PAIA and POPIA can be obtained from the following institution:

Name: **The Information Regulator South Africa**

Address: **Woodmead North Office Park**

**54 Maxwell Drive**

**Woodmead**

**Johannesburg**

**2191**

Tel: **010 023 5200 / Toll Free: 0800 017 160**

Email: [enquiries@info regulator.org.za](mailto:enquiries@info regulator.org.za)

Website: <https://www.info regulator.org.za>

## 5. Records held by the company

### 5.1. Section 51(1)(c) – Records automatically available:

The following records are available without a formal request

- Practice information, leaflet or brochure.
- Information published on the practice website (if applicable).
- Contact details of the physiotherapist and practice.
- General health information or guidance material.

### 5.2. Section 51(1)(d) – Records held in accordance with other legislation

The physiotherapy practice retains records in accordance with legislation including (but not limited to):

- Health Professions Act, 56 of 1974.
- Physiotherapy, Podiatry and Biokinetics Board Rules.
- National Health Act, 61 of 2003.
- Basic Conditions of Employment Act, 75 of 1997.
- Labour Relations Act, 66 of 1995.
- Employment Equity Act, 55 of 1998.
- Medical Schemes Act, 131 of 1998.
- Compensation for Occupational Injuries and Diseases Act, 130 of 1993.
- Income Tax Act, 58 of 1962.
- Value-Added Tax Act, 89 of 1991.
- Protection of Personal Information Act, 4 of 2013 (POPIA).

### 5.3. Section 51(1)(e) – Categories of records held

The description of the subjects on which the entity holds or may hold records and categories of records held on each subject, including operational records utilised in the day to day running and administration of our services.

#### a. Patient records

- Medical history and consultation notes.
- Physiotherapy treatment plans and progress notes.
- Medical aid and billing information.
- Consent forms and referral letters.

#### b. Practice administration

- Appointment schedules.
- Correspondence (example: emails and letters).
- Supplier and service provider information.
- Contracts and agreements.

- c. Personnel Records
  - Employment contracts.
  - Payroll and tax records.
  - Leave and attendance records.
  - Training and qualification records.
  
- d. Financial records
  - Invoices and receipts.
  - Bank account details.
  - Accounting and tax records.

## 6. Procedure to request access

A person who wants to access records must request for access in terms of PAIA by using the following guidelines:

- 6.1. Complete the prescribed form (Form C available from the Information Regulator's website) and submit to the Information Regulator;
- 6.2. Provide sufficient details to enable easy identification of the record requested and the form of access required (inspection/copy/email) and the right that you wish to protect;
- 6.3. Full name, identity number/registration number of requester, contact details and proof of identity or authority (if acting on behalf of another).

Fees:

- A request fee may be payable before the processing of the request;
- An access fee may be charged for the reproduction and/or preparation of the records;
- The requester will be notified of any fees before the request is processed.

Decision timeframe:

- The company has 30 calendar days of receipt of a valid request to make their decision. This period may be extended once for another 30 additional days, where justified, for example for large volume request, searching in another location or third party consultations.

## **7. Grounds for refusal**

In terms of PAIA, access to records may be refused on lawful grounds, where such records:

- Contain personal information of third parties.
- Contain confidential information of natural persons.
- Relate to the safety of individuals or protection of property.
- Relate to records privileged from production in legal proceedings.
- Would breach patient confidentiality unless required by law.

## **8. Remedies, complaints and dispute resolution**

If a request is refused, deemed refused or you are aggrieved by the fee or form of access, you may:

- a. Lodge a complaint with the Information Regulator using the Regulator's prescribed compliant form; or
- b. Institute court proceedings in a court with jurisdiction.

(private bodies do not have an internal appeal mechanism under PAIA)

## **9. Availability of the manual**

This manual is available at the offices during business hours by prior arrangement.

## **10. Updating of the manual**

This manual will be updated as and when new legal or operational requirements arise.