
Section 51 manual for:

**VERTICE MEDTECH HOLDINGS (PTY) LTD
("the Company")**

1. DEFINITIONS AND INTERPRETATION.

PAIA means the Promotion of Access to Information Act 2 of 2000, as amended from time to time.

PAIA Regulations means the regulations promulgated in terms of section 92 of PAIA.

2. BACKGROUND TO THE PROMOTION OF ACCESS TO INFORMATION ACT

2.1 PAIA was enacted on 3 February 2000, giving effect to the constitutional right in terms section 32 of the Bill of Rights contained in the Constitution of the Republic of South Africa 108 of 1996 ("the Constitution") of access to any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights.

2.2 In terms of Section 51 of PAIA, all Private Bodies are required to compile an Information Manual ("PAIA Manual").

2.3 Where a request is made in terms of PAIA, the body to whom the request is made is obliged to release the information, subject to applicable legislative and / or regulatory requirements, except where PAIA expressly provides that the information may or must not be released. PAIA sets out the relevant procedure to be adopted when requesting information from a Public or a Private Body.

3. VERTICE MEDTECH HOLDINGS (PTY) LTD ("VERTICE")

3.1 Vertice is specialized medical service provider, a private company established in accordance with the laws of South Africa with Registration Number: 2017/443836/07.

- 3.2 This PAIA Manual is relevant and has application for the major subsidiaries / portfolios / subgroups of Vertice as set out in the list below.
- 3.3 In this PAIA Manual, any reference to Vertice includes any of the entities as listed below:
- Vertice Healthcare (Pty) Ltd
 - Vertice Software Solutions (Pty) Ltd
 - Allyung (Pty) Ltd trading as Micro Medical Supplies
 - LTE Medical Solutions (Pty) Ltd
- 3.4 This PAIA Manual of Vertice is available to view at its premises: Menlyn Central Office Building, 9th Floor, Menlyn Maine, Pretoria as well as on its website: www.verticemedtech.com.

4. PURPOSE OF THE PAIA MANUAL

- 4.1 This PAIA Manual is intended to ensure that Vertice complies with PAIA and to foster a culture of transparency and accountability within Vertice by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.
- 4.2 In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of PAIA in order for them to exercise their rights in relation to public and private bodies.
- 4.3 Section 9 of PAIA recognizes that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:
- 4.3.1 Limitations aimed at the reasonable protection of privacy;
 - 4.3.2 Commercial confidentiality; and
 - 4.3.3 Effective, efficient and good governance;
- and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.
- 4.4 In addition, this PAIA Manual complies with the requirements of Section 10 of PAIA and recognizes that upon commencement of the Protection of Personal Information Act 4 of 2013, that the appointed Information Regulator will be responsible to regulate compliance with PAIA and its Regulations by Public and Private Bodies.

5. CONTACT DETAILS OF THE CHIEF EXECUTIVE OFFICER

Chief Executive Officer: Mr. Hendri Pretorius
Registered address Menlyn Central Office building, 9th Floor, 125
Dallas Avenue, Menlyn Maine, Pretoria
Postal Address: PO BOX 40875, Moreleta Park, 0044
Telephone Number: 012 997 3954 (switch board)
Website: www.verticemedtech.com.

6. THE INFORMATION OFFICER

- 6.1 PAIA prescribes the appointment of an Information Officer for Public Bodies where such Information Officer is responsible to, inter alia, assess requests for access to information. The Head of a Private Body fulfils such a function in terms of section 51.
- 6.2 Vertice has opted to appoint an Information Officer to assess requests for access to information as well as to oversee its required functions in terms of PAIA.
- 6.3 The Information Officer appointed in terms of PAIA also refers to the Information Officer as referred to in the Protection of Personal Information Act 4 of 2013. The Information Officer oversees the functions and responsibilities as required for in terms of both this Act as well as the duties and responsibilities in terms of section 55 of the Protection of Personal Information Act 4 of 2013 after registering with the Information Regulator.
- 6.4 The Information Officer may appoint, where it is deemed necessary, Deputy Information Officers, as allowed in terms of section 17 of PAIA as well as section 56 of the Protection of Personal Information Act 4 of 2013. This is in order to render Vertice as accessible as reasonably possible for requesters of its records and to ensure fulfilment of its obligations and responsibilities as prescribed in terms of section 55 of the Protection of Personal Information Act 4 of 2013. All requests for information in terms of PAIA must be addressed to the
- 6.5 Information Officer.

Contact Details of the Information Officer

Information Officer Mr. Pieter Ferreira
Address Menlyn Central Office building, 9th Floor, 125
Dallas Avenue, Menlyn Maine, Pretoria
Telephone 012 997 3954 (switch board)

Email pieter.ferreira@vertice.co.za
Alternative Email info@vertice.co.za

7. GUIDE OF SA HUMAN RIGHTS COMMISSION

7.1 The South African Human Rights Commission has compiled the Guide as required in terms of Section 10 of PAIA. The Guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and accordingly it:

7.1.1 Contains information on understanding and how to use PAIA;

7.1.2 Includes:

The objectives of PAIA;

Particulars of every Public and Private Body;

The manner and form for requests;

Contents of the Regulations promulgated under PAIA;

7.1.3 Will be updated and published every two years.

7.2 The Guide is available in all the official languages of the Republic of South Africa.

7.3 Any enquiries regarding this Guide should be directed to:

The South African Human Rights Commission, at:

PAIA Unit (The Research and Documentation Department),

Private Bag X2700 Houghton, 2041

Telephone Number: (011) 877-3803

Facsimile Number: (011) 403-0625

Website: www.sahrc.org.za

E-mail Address: section51.paia@sahrc.org.za

7.4 The Guide is available for inspection, inter alia, at the offices of the Human Rights Commission at 29 Princess of Wales Terrace, corner York and St. Andrews Street, Parktown and on its website at www.sarhc.org.za.

8. DISCLAIMER.

8.1 The Company is a Private Body as defined in PAIA. Section 51 of PAIA requires that the Company as a Private Body compiles a manual giving information to the public regarding the procedure to be followed in requesting information from the Company for the purpose of exercising or protecting rights.

- 8.2 The Manual is not exhaustive of, nor does it comprehensively deal with, every procedure provided for in PAIA. Requesters are advised to familiarize themselves with the provisions of PAIA before making any request to the Company in terms of PAIA.
- 8.3 Nothing stated in this Manual shall limit, or constitute a waiver of, any of the rights of the requester or the Company in terms of PAIA.
- 8.4 The Company makes no representation and gives no undertaking or warranty that the information in this Manual or any other information provided by us to a requester therefore is complete or accurate, or that such information is fit for any purpose. All users of any such information shall use such information entirely at their own risk, and we shall not be liable for any loss, expense, liability or claims, of whatsoever nature or howsoever arising, resulting from any use of this Manual or any other information provided in this Manual or from any error therein.

9. INFORMATION AVAILABLE IN TERMS OF PAIA

- 9.1 The following categories of information are available for inspection in terms of PAIA. The procedure in terms of which such records may be requested from the Company is set out in this manual. The records listed below will not in all instances be provided to a requester who requests them in terms of PAIA as the requester is required to identify the right the requester is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right. Furthermore, the request may be denied on the basis of the grounds of refusal under PAIA.

9.2 Companies Act records

- Documents of incorporation
- Memorandum and Articles of Association
- Minutes of Board of Directors meetings
- Records relating to the appointment of directors/ auditor/ secretary/ public officer and other officers
- Share Register and other statutory registers

9.3 Financial records

- Annual Financial Statements
- Tax Returns

- Accounting Records
- Banking Records: Bank Statements, Paid Cheques, Electronic banking records
- Asset Register
- Rental Agreements
- Invoices

9.4 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, Workmen's Compensation

9.5 Personnel documents and records

- Employment contracts
- Employment Equity Plan (if applicable)
- Medical Aid records
- Pension Fund records
- Disciplinary records
- Salary records
- SETA records
- Disciplinary code
- Leave records
- Training records
- Training Manuals

10. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

10.1 Where applicable to its operations, Vertice also retains records and documents in terms of the legislation listed below. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these acts shall be made available for

inspection by interested parties in terms of the requirements and conditions of PAIA; the below mentioned legislation, and applicable internal policies and procedures, should such interested parties be entitled to such information. A request to access must be done in accordance with the prescriptions of PAIA.

- Labour Relations Act 66 of 1995
- Employment Equity Act 55 of 1998
- Basic Conditions of Employment Act 75 of 1997
- Compensation for Occupational Injuries and Disease Act 130 of 1993
- Companies Act 61 of 1973
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991
- Income Tax Act 58 of 1962
- Skills Development Act 9 of 1999

The above acts as amended apply and the list is not exhaustive.

11. RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS IN TERMS OF PAIA

- 11.1 Records of a public nature, typically those disclosed on the Vertice website and in its various annual reports, may be accessed without the need to submit a formal application.
- 11.2 Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records will still have to be made with the Information Officer.

12. DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS – SECTION 51(E)

- 12.1 The records listed in clause 4 above are not automatically available and the process outlined in PAIA in respect of the access to information must be followed.
- 12.2 The requester must complete and must submit the required form “Request for access to information” as prescribed in terms of the POPIA Regulations, to the Information Officer of the Company.
- 12.3 In certain instances, there is a prescribed fee (payable in advance where applicable) for requesting and accessing information in terms of PAIA. Details of these fees are

contained in the request form. A Requester may also be called upon to pay the additional fees prescribed by regulation for searching for and compiling the information that is requested, including copying charges.

12.4 The form must:

- provide sufficient particulars to enable the head of the private body to identify the record/s requested and to identify the requester,
- indicate which form of access is required,
- specify a postal address or fax number of the requester in the Republic,
- identify the right that the requester is seeking to exercise or protect, and provide an explanation of why the requested record is required for the exercise or protection of that right,
- if in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, to state that manner and the necessary particulars to be informed in the other manner,
- if the request is made on behalf of another person, to submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the head of the private body.

12.5 All information which is available on the Company's website is also freely available for inspection and does not need to be requested in terms of PAIA.

12.6 There are various grounds upon which the Company may or must refuse a request for access to a record. This is set out in Chapter 4 of PAIA.

12.7 Once the Information Officer has heard all the submissions, he or she will make a decision as to whether or not access to the Record will be granted. If access is granted the Requester must then be granted access to the Record within 30 days of being informed of the decision.

12.8 If the Information Officer does not grant the requester access to the record the requester is entitled in accordance with sections 56(3) (c) and 78 of PAIA to apply to a court for relief within 180 days of notification of the decision for appropriate relief, such as an order compelling the record or records requested to be made available to the requester or for another appropriate order. The court will determine whether the records should be made available or not.

12.9 The requester may also approach the Information Regulator and lodge a complaint in the prescribed form against the access fee to be paid or the form of access granted.

12.10 The details of the Information Regulator are as follows:

The Information Regulator (South Africa), JD House,
27 Stiemens Street,
Braamfontein, Johannesburg, 2001
Email: infoereg@justice.gov.za

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