

# Sere-med cc

(Registration no. CK98/41366/23)

## Manual in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000

as at 1 February 2019.

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## PREAMBLE

The Promotion of Access to Information Act No. 2 of 2000, ("PAIA") came into operation on 23 November 2001. Section 51 of the Act requires that we, as a private body, compile a manual to inform the public of the procedure to follow when requesting information from us for the purpose of exercising or protecting rights.

This manual may be amended from time to time and any new versions of the manual will be made public.

## INTRODUCTION TO THIS PRIVATE BODY

Sere-med was founded in 1998 and is now an established and trusted supplier of a diverse range of medical products. Situated in Sandton, Johannesburg, Sere-med provides the Health Care Market namely: General Practitioner's, Specialists, Pharmacies, Clinics, Mine Hospitals and the Public Sector with products renowned for their quality and value.

Sere-med continuously strives to provide our customers with a range of products that are innovative, affordable and at the forefront of medical technology. Our ongoing commitment in support of our products ensures that our customers receive the efficient after-sales service we at Sere-med pride ourselves on. This manual will provide information on the categories of information in our possession. We also explain the process to follow should you require access to any of this information.

A copy of this manual is also available on our website: <http://www.seremed.com/>

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## SECTION A – OUR DETAILS

Business name: Sere-med cc

Business registration number: CK98/41366/23

Postal Address: P O Box 11914,  
Vorna Valley,  
1686

Street Address: 8 Quark Crescent,  
Linbro Business Park,  
Sandton,  
2065

Telephone Number 011 262 2220

Fax Number 011 262 2226

Managing Director GS Page

Email address [seremed@netactive.co.za](mailto:seremed@netactive.co.za)

Website address of Sere-med: www.seremed.com

Information Officer Ben Fourie

Information Officer contact details (072) 040-0570  
Ben@seremed.com

Deputy Information Officer Jacklin Page  
(082) 724-2525  
jacklin@seremed.com

## SECTION B – 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. This Guide is available on the SAHRC's website.

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; and
8. Regulations made in terms of the Act.

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](http://www.sahrc.org.za)

E-mail: PAIA@sahrc.org.za

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# SECTION C – INFORMATION AVAILABLE IN TERMS OF PAIA AND POPI AND INFORMATION HELD BY SERE-MED

## 1. CATEGORIES

- 1. 1. INFORMATION
- 1. 2. We hold the following categories of information in terms of PAIA and the Protection of Personal Information Act 4 of 2013 ("POPI"):
  - 1.2.1. Statutory Company Information
    - 1.2.1.1. Certificate of Incorporation;
    - 1.2.1.2. Certificate of Change of Name (if any);
    - 1.2.1.3. Memorandum of incorporation;
    - 1.2.1.4. Certificate to Commence Business;
    - 1.2.1.5. Minute Book, waivers, and resolutions of shareholders and directors;
    - 1.2.1.6. Securities register;
    - 1.2.1.7. Directors' register;
    - 1.2.1.8. Copies of all share certificates;
    - 1.2.1.9. Annual Financial Statements including:
      - 1.2.1.9.1. Annual accounts;
      - 1.2.1.9.2. Directors' reports; and
      - 1.2.1.9.3. Auditor's report; and
    - 1.2.1.10. Books of Account regarding information required by the Companies Act 71 of 2008.
  - 1.2.2. Accounting Records
    - 2.2.1.1. Books of Account including journals and ledgers; and
    - 2.2.1.2. Statements and receipts.
  - 1.2.3. Statutory Employee Records
    - 3.2.1.1. Employees' names and occupations;
    - 3.2.1.2. Remuneration paid to each employee;
    - 3.2.1.3. Date of birth of each employee;
    - 3.2.1.4. Attendance register;
    - 3.2.1.5. Employment equity plan;
    - 3.2.1.6. Salary register;
    - 3.2.1.7. Staff records (after date of employment ceases); and
    - 3.2.1.8. IRP 5 certificates of employees.
  - 1.2.4. Other Employee Records
    - 4.2.1.1. Employee contracts;
    - 4.2.1.2. Staff loan and motor vehicle schemes;
    - 4.2.1.3. Maternity leave policy; and
    - 4.2.1.4. Human Resources Policy and Disciplinary Code of Conduct
  - 1.2.5. Provident and Retirement Funding Records

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- 5.2.1.1. Provident Fund Rules;
- 5.2.1.2. Provident Fund account records;
- 5.2.1.3. Minutes of Meetings of trustees and members; and
- 5.2.1.4. Actuarial Valuation Reports.
- 1.2.6. Fixed Property
  - 6.2.1.1. Leases agreements.
- 1.2.7. Movable Property
  - 7.2.1.1. Asset register; and
  - 7.2.1.2. Finance and Lease Agreements.
- 1.2.8. Agreements and Contracts
  - 8.2.1.1. Joint venture agreements, partnership agreements, participation, franchise, co-marketing, co-promotion or other alliance agreements;
  - 8.2.1.2. Agreements with shareholders, officers or directors;
  - 8.2.1.3. Agreements with contractors and suppliers;
  - 8.2.1.4. Agreements with buyers;
  - 8.2.1.5. Purchase or lease agreements.
- 1.2.9. Taxation
  - 9.2.1.1. Copies of all Income Tax Returns and other tax returns and documents.
- 1.2.10. Insurance
  - 10.2.1.1. Insurance policies;
  - 10.2.1.2. Claim records
- 1.2.11. Information Technology
  - 11.2.1.1. Hardware;
  - 11.2.1.2. Operating systems;
  - 11.2.1.3. Telephone exchange equipment;
  - 11.2.1.4. Telephone lines, leased lines and data lines;
  - 11.2.1.5. LAN installations;
  - 11.2.1.6. Software packages;
  - 11.2.1.7. Disaster recovery procedures;
  - 11.2.1.8. Internal systems support and programming / development;
  - 11.2.1.9. Agreements;
  - 11.2.1.10. Licenses.
- 1.2.12. Sales and Marketing
  - 12.2.1.1. Products;
  - 12.2.1.2. Customers / buyers;
  - 12.2.1.3. Brochures, newsletters and advertising materials

1. 3. DATA SUBJECTS AND INFORMATION

1. 4. The categories of data subjects and the categories of information that will be held and/or processed for each category includes:

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- 1.4.1. Employees and potential employees:
  - 1.4.1.1. Name and contact details;
  - 1.4.1.2. Identity number;
  - 1.4.1.3. Employment history and references;
  - 1.4.1.4. Banking and financial details;
  - 1.4.1.5. Details of payments to third parties (deductions from salary)
  - 1.4.1.6. Other information not specified reasonably required to be processed for business operations.
- 1.4.2. Vendors /suppliers /other business relationships:
  - 2.4.1.1. Name and contact details;
  - 2.4.1.2. Identity number and/or company information and directors' information (where applicable);
  - 2.4.1.3. Banking and financial details;
  - 2.4.1.4. Information about products or services;
  - 2.4.1.5. Information pertaining to the relationship with us;
  - 2.4.1.6. Other information not specified reasonably required to be processed for business operations.

1. 5. RECIPIENTS OF INFORMATION

- 1.5.1. The following persons / entities may be recipients of information:
- 1.5.2. Any person / entity who provides a service on Sere-med's behalf;
- 1.5.3. Any firm, organisation or person who provides Sere-med with products or services;
- 1.5.4. Any person who Sere-med has reason to believe to be a data subject's parent, care-giver or helper where he/she is unable to handle his/her own affairs because of mental incapacity or other similar issues;
- 1.5.5. Any payment system which Sere-med uses;
- 1.5.6. Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities, where Sere-med have a duty to share information;
- 1.5.7. Third parties to whom payments are made on behalf of employees, including pension funds and medical schemes;
- 1.5.8. Financial institutions from whom payments are received on behalf of data subjects;
- 1.5.9. Any other operator not specified;
- 1.5.10. Employees, contractors and temporary staff; and
- 1.5.11. Agents.

**2. PURPOSES OF PROCESSING**

- 3. The purpose of processing data subjects' personal information will include –
  - 3. 1. For clients:
    - 3.1.1. Performing obligations or exercising rights in pursuance of any agreement with clients;

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- 3.1.2. Verifying clients' details;
  - 3.1.3. Operating and managing clients' accounts and managing any agreement or correspondence that clients may have with Sere-med;
  - 3.1.4. Corresponding with clients via various methods, including email, SMS, letter, telephone or in any other way about our products and services, unless clients inform us that they prefer not to receive such information or marketing;
  - 3.1.5. Forming a view of clients as an entity and to identify, develop or improve products, that may be of interest to clients;
  - 3.1.6. Carrying out market research, business and statistical analysis;
  - 3.1.7. Carrying out audits;
  - 3.1.8. Performing other administrative and operational purposes, including the testing of systems;
  - 3.1.9. Recovering any debt that clients may owe us;
  - 3.1.10. Complying with our regulatory or other obligations;
  - 3.1.11. Any other reasonably required purpose relating to the Sere-med business and relationship.
3. 2. For employee purposes:
- 3.2.1. Verification of applicant's information during employment application process;
  - 3.2.2. General matters relating to personnel;
  - 3.2.3. Administration;
  - 3.2.4. provident fund;
  - 3.2.5. Medical aid;
  - 3.2.6. Payroll;
  - 3.2.7. Disciplinary action;
  - 3.2.8. Training; and
  - 3.2.9. Any other reasonably required purpose relating to the employment or possible employment relationship.
3. 3. For prospective clients:
- 3.3.1. Verifying and updating information;
  - 3.3.2. Direct marketing or communications to prospective clients; and
  - 3.3.3. Any other reasonably required purpose relating to the processing of a prospective client's personal information.
3. 4. For vendors /suppliers /other business relationships:
- 3.4.1. Verifying information and performing checks;
  - 3.4.2. Purposes relating to the agreement or business relationship or possible agreement or business relationships between the parties;
  - 3.4.3. Payment;
  - 3.4.4. Complying with our regulatory or other obligations;
  - 3.4.5. Reporting; and

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3.4.6. Any other reasonably required purpose relating to the Sere-med business.

#### 4. PLANNED TRANS-BORDER FLOWS OF PERSONAL INFORMATION

5. Sere-med currently foresees the following reasons for possible trans-border flow of personal information, which it undertakes to do in compliance with POPI:

5. 1. Storing information electronically;
5. 2. Making use of third-party service providers to fulfil a business function on behalf of the company;
5. 3. Reporting to our holding company;
5. 4. Use of operating systems implemented by our holding company; and
5. 5. Any transfers of information cross-border as required and mandated by clients.

#### 6. INFORMATION SECURITY MEASURES

7. Sere-med implement the following general processes and procedures as reasonable measures to protect the integrity and confidentiality of personal information:

7. 1. general awareness and training programs;
7. 2. retention policy for all information;
7. 3. secure hard copy filing (where appropriate);
7. 4. secure systems and devices (where appropriate);
7. 5. selection of third-party suppliers through a dedicated election process;
7. 6. information security policies and processes including access controls and monitoring; and
7. 7. process for reporting risks identified or security breaches.

#### 8. PROCESS FOR REQUESTING ACCESS TO INFORMATION

If you wish to request access to any categories of information referred to in clause 1 above, you are required to complete a request form as set out in Annexure "A" hereto. These forms are available from:

- our Information Officer (whose contact details are in section A of this manual);
- the SAHRC website ([www.sahrc.org.za](http://www.sahrc.org.za)); or
- the Department of Justice and Constitutional Development website ([www.doj.gov.za](http://www.doj.gov.za)).

There is a prescribed fee (payable in advance) for requesting and accessing information in terms of the Act. Details of these fees are contained in the request form.

You may also be called upon to pay the additional fees prescribed by regulation for searching for and compiling the information which you have requested, including copying charges.

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.

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*Ben Fourie*  
Ben Fourie (Jul 12, 2021 07:00 GMT+2)

Signed Ben Fourie  
Name  
Date Jul 12, 2021

## SECTION D – INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

Where applicable to our operations, information is also available and/or we also retain records and documents in terms of certain provisions of the following statutes:

- Basic Conditions of Employment Act 75 of 1997
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Consumer Protection Act 68 of 2008
- Employment Equity Act 55 of 1998
- Income Tax Act No. 58 of 1962
- Labour Relations Act 66 of 1995
- Magistrates Court Act 32 of 1944
- Credit Agreements Act 75 of 1980
- Financial Advisory and Intermediary Services Act, No 37 of 2002
- Financial Intelligence Centre Act, No 38 of 2001
- National Credit Act 34 of 2005
- Occupational Health and Safety Act. 85 of 1993
- Protection of Personal Information Act 4 of 2013
- Tax Administration Act 28 of 2011
- Unemployment Insurance Act 63 of 2001
- Value-added Tax Act 89 of 1991
- Hazardous Substances Control Act
- Medicines and Related Substances Control Act 101 of 1965


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## SECTION E – INFORMATION AUTOMATICALLY AVAILABLE

The following categories of records are automatically available for inspection, purchase or photocopying. In other words, you do not need to request this information in terms of the Promotion of Access to Information Act.

Request forms for these categories of information are also available from our information officer, whose contact details appear in section A of this manual:

- Newsletters;
- Booklets; and
- Pamphlets / Brochures.

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ANNEXURE "A"

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53 (1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 10]

A. Particulars of the private body

The Head:

.....  
.....  
.....

B. Particulars of the person requesting access to the record

- (a) *The particulars of the person who requests access to the record must be given below.*
- (b) *The address and/or fax number in the Republic to which the information is to be sent must be given.*
- (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname: .....

.....

Identity number: .....

Postal address: .....

.....

.....

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..... Fax number: .....

Telephone number:..... E-mail address:.....

Capacity in which request is made, when made on behalf of another person: .....

.....

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**C. Particulars of person on whose behalf request is made**

*This section must be completed ONLY if a request for information is made on behalf of another person.*

Full names and surname: .....

Identity number: .....

**D. Particulars of the record**

- (a) *Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.*
- (b) *If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

1. Description of record or relevant part of the record: .....

2. Reference number, if available: .....

3. Any further particulars of record: .....

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**E. Fees**

- (a) *A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.*
- (b) *You will be notified of the amount required to be paid as the request fee.*
- (c) *The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*
- (d) *If you qualify for exemption of the payment of any fee, please state the reason for exemption.*

Reason for exemption from payment of fees:.....  
.....  
.....

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**F. Form of access to record**

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:..... ..... .....	Form in which record is required: ..... ..... .....
------------------------------------	---

Mark the appropriate box with an **X**.

**NOTES:**

- (a) Compliance with your request in the specified form may depend on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

<b>1. If the record is in written or printed form:</b>			
	copy of record*		inspection of record
<b>2. If record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
view the images	copy of the images*	transcription of the images*	
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
listen to the soundtrack (audio cassette)	transcription of soundtrack* (written or printed document)		

<b>4. If record is held on computer or in an electronic or machine-readable form:</b>						
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)	
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?					YES	NO
<b>Postage is payable:</b>						

**G. Particulars of right to be exercised or protected**

*If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

1. Indicate which right is to be exercised or protected:.....  
.....  
.....

2. Explain why the record requested is required for the exercise or protection of the aforementioned right: .....  
.....  
.....

**H. Notice of decision regarding request for access**

*You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.*

How would you prefer to be informed of the decision regarding your request for access to the record? .....  
.....  
.....

Signed at.....this ..... day of.....  
.....

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SIGNATURE OF REQUESTER/PERSON ON WHOSE BEHALF  
REQUEST IS MADE

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# ANNEXURE "B"

AN EXPLANATORY NOTE ON FEES TO BE CHARGED BY A PRIVATE BODY WHEN GRANTING A REQUEST FOR ACCESS TO INFORMATION IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000.

The fees chargeable by private bodies are contained in Part III of Annexure "A" of the Regulations. A copy of Part III is attached for your convenience. The present charges are as follows:

## 1. COPIES OF A MANUAL

Should an individual require a copy of the private body's manual, a fee of R1,10 is chargeable for every photocopy of an A4 page or part thereof.

## 2. REPRODUCTION FEES<sup>1</sup>

Reproduction fees apply to obtaining copies or transcriptions of information which is automatically available from the private body. The fees are listed in paragraph 2 of Part III of Annexure "A" to the Regulations.

## 3. ACCESS FEES<sup>2</sup>

Access fees are chargeable for copies or transcriptions of information requested under this Act. The fees are listed in paragraph 4 of Part III of Annexure "A" to the Regulations.

## 4 OTHER FEES

4.1. A request fee<sup>3</sup> of R50,00 is payable by a requester who is seeking access to a record containing information which is not personal to the requester. See paragraph 6 of Part 1 of this Work.

4.2. A search fee<sup>4</sup> may be charged at a rate of R30,00 per hour or part thereof for searching and preparing the record for disclosure provided such time was reasonably required for that purpose.

<sup>1</sup> Section 52(3) and Regulation 1(1).

<sup>2</sup> Section 54(7) and Regulation 11(3).

<sup>3</sup> Section 54(1) and Regulation 11(2).

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<sup>4</sup> Annexure "A", Part III, Item 4(1)(f).

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- 4.3. If the request is not limited to records containing information which is personal to the requester and if the head of the private body is of the opinion that the time taken to give effect to the request will exceed six hours, the requester can be called upon to pay a deposit of not more than one third of an estimate of the access fee which will become payable.<sup>5</sup>
- 4.4. If a copy of a record is posted to a requester, the requester is obliged to pay the actual postage payable.

<sup>5</sup>Section 54(2).

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# Promotion of Access to Information Regulations, 2002

## Annexure A

### Part III

#### Fees in respect of private bodies

1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 11(1) are as follows:

	R
(a) for every photocopy of an A4-size page or part thereof	1,10
(b) for every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) for a copy in a computer-readable form on –	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) for a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) for a copy of visual images	60,00
(e) (i) for a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) for a copy of an audio record	30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.
4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

R

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		Signed Name Ben Fourie Date Jul 12, 2021

(1)

- |     |  |       |
|-----|--|-------|
| (a) | for every photocopy of an A4-size page or part thereof   | 1,10  |
| (b) | for every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form | 0,75  |
| (c) | for a copy in a computer-readable form on –  |       |
|     | (i) stiffy disc  | 7,50  |
|     | (ii) compact disc  | 70,00 |
| (d) | (i) for a transcription of visual images, for an a4-size page or part thereof  | 40,00 |
|     | (ii) for a copy of visual images   | 60,00 |
| (e) | (i) for a transcription of an audio record, for an A4-size page or part thereof  | 20,00 |

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- (ii) for a copy of an audio record 30,00
- (f) to search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.

- (2) for purposes of section 54(2) of the act, the following applies:
  - (a) six hours as the hours to be exceeded before a deposit is payable; and
  - (b) one third of the access fee is payable as a deposit by the requester.
- (3) the actual postage is payable when a copy of a record must be posted to a requester.

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Final Audit Report

2021-07-12

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