



PAIA INFORMATION MANUAL OF ELIM CLINIC ("PAIA MANUAL")

Prepared in accordance with section 51 of the Promotion of Access to Information Act,
number 2 of 2000 ("the Act").

Tel: 011 975 2951

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PIA Manual

Elim Clinic Professional Treatment Centre for Addiction (Elim Clinic).

This manual has been published in accordance with the provisions of section 51 of the Promotion of Access to Information Act 2 of 2000 ("the Act") in respect of the information and records held by Elim Clinic Professional Treatment Centre for Addiction (Elim Clinic) .

The purpose of the manual is intended to ensure that Elim Clinic complies with the Act and to foster a culture of transparency and accountability. Section 9 of the act recognises that the right to access can not be unlimited and should be subject to justifiable limitations .

This manual will be available on the Elim Clinic website: www.elimclinic.co.za

Introduction

Elim Clinic is a professional treatment centre that offers in and out - patient treatment to men and women, who suffer from substance use disorders and behaviour addiction. In – patient treatment of offered only to men and women 18 years and older.

Contact details:

Contact number	- 011 975 2951
Postal Address	- P.O Box 88 , Kempton Park 1620
Street Address	- 133 Plane Road Spartan, Kempton Park
E mail	- info@elimclin.co.za
Managing Director	- Ms L le Roux (louina@elimclin.co.za)
Clinical Manager	- Ms S van Niekerk (susan@elimclin.co.za)
Operations Manager	- Ms A Rossouw (hrparc@elimclin.co.za)
Financial Manager	- Ms S Govender (finance@elimclin.co.za)
Nursing Services Manager	- Mr C Domboka (chipo@elimclin.co.za)

Information Officer

Ms L le Roux

Physical address:
Elim Clinic, 133 Plane Road, Spartan, Kempton Park

Telephone : 011 975 2951
Email : louina@elimclin.co.za

Type of personal information collected and processed by Elim Clinic.

Records are kept pertaining to Service users, employees, suppliers, contractors, volunteers, and ad hoc service providers.

1. Human Resources

- *Human Resource documents for the purpose of employment*
- *Personnel records provided by personnel*
- *Correspondence relating to personnel*
- *Training information*
- *Payroll information relating to the employee*

2. Financial records

- *VAT records*
- *Tax records*
- *PAYE records*
- *UIF records*
- *SDL records*
- *Management accounts and Audited Financial Statements*
- *Asset inventories*
- *Asset register*

3. Operating system

- *Operational documents and records*
- *Promotional records*
- *Marketing call reports*
- *Written service specifications*
- *Product/service manuals*
- *Work instruction manuals*
- *Customer data base*
- *Payment in respect of goods/services based on C.O.D./30 Days and longer*
- *Sales records*
- *Company profile*

4. Service user records

- *Patient files*
- *Information related to all aspects of the treatment process*

Note that the accessibility of the records may be subject to the grounds of refusal set out. Amongst others, records deemed confidential on the part of a third party concerned, in addition to normal requirements, before Elim Clinic will consider access.

Information available without a request to access.

Records of public nature, typically those disclosed on the Elim Clinic website and its annual reports may be accessed without a formal request.

Records available in terms of any other legislation.

Where applicable to its operations Elim Clinic also retains records and documents in terms of the legislation listed below. Unless disclosure is prohibited in terms of legislation, regulations or contractual agreements, records that are required to be made available in terms of these acts shall be available for inspection by interested parties in terms of the requirements and conditions of the applicable act:

- *Labour Relations Act, 66 of 1995*
- *Employment Equity Act, 55 of 1998*
- *Electronic Communications and Transactions Act 36 of 2005*
- *Basic Conditions of Employment Act, 75 of 1997*
- *Broad Based Economic Empowerment Act, 53 of 2003*
- *Compensation for Occupational Injuries and Diseases Act, 130 of 1995*
- *Constitution of the Republic of South Africa, 108 of 1996*
- *Companies Act, 61 of 1973*
- *Unemployment Insurance Act, 63 of 2001*
- *Consumer Protection Act, 68 of 2008*
- *Value Added Tax Act, 89 of 1991*
- *Skills Development Act, 9 of 1997*
- *Skills Development Levy Act, No. 9 of 1999*
- *Income Tax Act, 58 of 1962*
- *Financial Intelligence Centre Act, 38 of 2001*
- *Protection of Personal Information Act, 4 of 2013*
- *Intellectual Property Laws Amendment Act, 38 of 1997*
- *Trademarks Act, 194 of 1993*
- *Prevention of and treatment for substance abuse Act 70 of 2008*
- *National Health Act 61 of 2003*
- *Pharmacy Act 53 of 1974*

Request procedure.

The requester must complete the prescribed form enclosed herewith and submit to the Information/Deputy Information Officer at the electronic address as noted above.

Elim Clinic will process the request with fourteen (14) days, unless the requester requires the information for special reasons deemed as urgent. If an individual is unable to read or write the request may be taken orally.

The main grounds for Elim Clinic to refuse a request for information relates to the:

- *Mandatory protection of the intellectual information, scientific or technical information.*
- *Information disclosed in confidence by a third party for Elim Clinic for which consent to disclose information has not been provided.*
- *Mandatory protection of records which would be regarded as privileged.*

This PAIA manual of Elim Clinic is approved and signed by the Managing Director of Elim Clinic on this

_____ day of _____ 2021.