



**ACCESS TO INFORMATION MANUAL (“MANUAL”)  
COMPILED IN TERMS OF SECTION 51 OF THE  
PROMOTION OF ACCESS TO INFORMATION ACT NO. 2 OF 2000**

**THIS MANUAL APPLIES TO INFORMATION HELD BY:**

**LIFE HEALTHCARE GROUP HOLDINGS LIMITED  
REGISTRATION NUMBER 2003/002733/07**

**AND ITS SUBSIDIARIES  
AS SET OUT ON PAGE 2 AND AS CHANGED FROM TIME TO TIME**

**List of Life Healthcare Group Holdings Limited Subsidiaries and Associates (as changed from time to time)**

Ammed Properties Proprietary Limited  
Border Hospitals Proprietary Limited  
Brooklyn Hospital Proprietary Limited  
Casmed Proprietary Limited  
Century Ways Trading (Proprietary) Limited  
Cream Magenta 357 (Proprietary) Limited  
Dusty Gold Properties 8 Proprietary Limited  
E M H Operating Company Proprietary Limited  
Ekurhuleni Sub Acute Hospital Proprietary Limited  
Faerie Glen Hospitals Proprietary Limited  
Faranani Life Health Solutions Proprietary Limited  
Flohoc Investments Proprietary Limited  
Garbanzo Property Investments Proprietary Limited  
Genesis Clinic Saxonwold Proprietary Limited  
Glynnview Wellness Centre Proprietary Limited  
Glynnwood Hospital Operating Company Proprietary Limited  
Hentique 1889 Proprietary Limited  
How Avenue Clinic Proprietary Limited  
Jorum Property Investments Proprietary Limited  
Kingsbury Hospital Property Proprietary Limited  
Life Bayview Hospitals Proprietary Limited  
Life Carstenhof Hospital Proprietary Limited  
Life Claremont Ophthalmology Proprietary Limited  
Life Cosmos Hospital Proprietary Limited  
Life East London Private Hospital Proprietary Limited Ltd  
Life Esidimeni Group Holdings Proprietary Limited  
Life Fourways Hospital Proprietary Limited  
Life Healthcare Finance Proprietary Limited  
Life Healthcare Group Proprietary Limited  
Life Healthcare International Proprietary Limited  
Life Hilton Hospital  
Life Mosselbay Properties Proprietary Limited  
Life Occupational Health Proprietary Limited  
Life Occupational Health Finch Diamond Mine Proprietary Limited  
Life Pharmacy Management Services Proprietary Limited  
Life Piet Retief Proprietary Limited  
Life Pretoria North Day Clinic Proprietary Limited  
Life Vincent Pallotti Oncology Proprietary Limited  
Life Vincent Pallotti Orthopedic Centre Proprietary Limited  
Life Poortview Proprietary Limited  
Life Wilgers Hospital Proprietary Limited  
Ligitprops 109 Proprietary Limited  
Medicine Management Services Proprietary Limited  
Metropol Hospitals Proprietary Limited  
Micawber 248 Proprietary Limited

Micawber 249 Proprietary Limited  
Middelburg Privaat Hospital Proprietary Limited  
New Kensington Clinic Proprietary Limited  
PE Medical Group Investments (No.3) Proprietary Limited  
Peglerae Investment Company Proprietary Limited  
Presmed Hospitals Proprietary Limited  
Pretoria North Day Clinic Proprietary Limited  
Robinson Hospital Holdings Proprietary Limited  
Roseacres Clinic Proprietary Limited  
Rustenburg Hospital Properties Proprietary Limited  
St Mary's Private Hospital Proprietary Limited  
The New Kensington Clinic Proprietary Limited  
Vredenburg Hospital Proprietary Limited  
Wilgeheuwel Hospital Proprietary Limited  
Wilgers Hospital Limited

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## 1. INTRODUCTION

The Promotion of Access to Information Act No.2 of 2000 (“**the Act**”) came into force on 23 November 2001, with the exception of sections 10, 14, 15 and 51, which became effective on 15 February 2002.

Section 51 of the Act requires that all private bodies prepare and make available a manual, to the public regarding the procedure which the public must follow, when submitting a request to access the private bodies’ records.

Life Healthcare Group Holdings Limited (“**Life Healthcare**”) is defined as a private body in terms of the Act. This manual is prepared in compliance with section 51 of the Act.

## 2. COMPANY OVERVIEW OF LIFE HEALTHCARE GROUP HOLDINGS LIMITED

Life Healthcare is a leading private hospital operator in South Africa, which primarily serves the market for privately insured individuals, and is also listed on the Johannesburg Securities Exchange. Through its subsidiaries and associates, Life Healthcare provides a range of healthcare services throughout the Republic of South Africa.

## 3. CONTACT DETAILS

Full Name	: Life Healthcare Group Holdings Limited
Registration Number	: 2003/002733/07
Registered Address	: 21 Chaplin Road Illovo 2196
Postal Address	: Private Bag X13 Northlands 2116
Head / Acting CEO	: Pieter van der Westhuizen
Information Officer	: Mark Stafford
Telephone Number	: +27 11 219 9000
Fax Number	: 086 6464933
Email Address of Information Officer	: <a href="mailto:Mark.Stafford@lifehealthcare.co.za">Mark.Stafford@lifehealthcare.co.za</a>
Website	: <a href="http://www.lifehealthcare.co.za">www.lifehealthcare.co.za</a>

**4. THE SECTION 10 GUIDE ON HOW TO USE THE ACT IN TERMS OF SECTION 51(1) (b)**

4.1 In terms of section 10 of the Act, the Human Rights Commission is required to publish in each official language, a guide on how to use the Act.

4.2 The guide is available from the South African Human Rights Commission. Please direct any queries with respect to the section 10 Guide to:

**The South African Human Rights Commission  
PAIA Unit - The Research and Documentation Department**

Postal Address : Private Bag X2700  
Houghton  
2041

Telephone : +27 11 877 3600

Email : [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

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

**5. INFORMATION AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 51(1)(c) OF THE ACT**

5.1 Certain information is automatically available for inspection, purchase or photocopying.

5.2 Automatically available information includes:

5.2.1 Annual Reports

5.2.2 Company Results

5.2.3 Interim Reports

5.2.4 Media Releases

5.3 The aforesaid automatically available information is available on the Life Healthcare website ([www.lifehealthcare.co.za](http://www.lifehealthcare.co.za)) or from the Information Officer whose details appear on page 5 of this manual.

**6. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION IN TERMS OF SECTION 51(1)(d) OF THE ACT**

6.1 Records are kept in accordance with the following legislation (this list is not exhaustive):

- 6.1.1 Basic Conditions of Employment Act 75 of 1997
- 6.1.2 Companies Act 71 of 2008
- 6.1.3 Compensation for Occupational Injuries and Diseases Act 130 of 1993
- 6.1.4 Employment Equity Act 55 of 1998
- 6.1.5 Income Tax Act 58 of 1962
- 6.1.6 Labour Relations Act 66 of 1995
- 6.1.7 National Health Act 61 of 2003
- 6.1.8 Skills Development Act 97 of 1998
- 6.1.9 Skills Development Levies Act 55 of 1998
- 6.1.10 Trade Marks Act 194 of 1993
- 6.1.11 Unemployment Insurance Act 30 of 1966
- 6.1.12 Value Added Tax Act 58 of 1962
- 6.1.13 All applicable health legislation

**7. CATEGORIES OF RECORDS WHICH ARE AVAILABLE WITHOUT REQUEST IN TERMS OF SECTION 52(2) OF THE ACT**

At the time of this publication the Minister of Justice and Constitutional Development had not yet published any regulations under this section of the Act.

**8. INFORMATION NOT AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 51(1)(e) OF THE ACT**

8.1 The following information and records identified by the headings and/or departments listed below, are not automatically available and will only be made available upon receipt and consideration of a request of information in the prescribed form (see Form C on page 11 of this manual.)

8.2 Records and information identified by the headings and/or the departments listed below are not automatically available:

- 8.2.1 Administration
- 8.2.2 Company Secretarial
- 8.2.3 Finance
- 8.2.4 Human Resources
- 8.2.5 Information Technology
- 8.2.6 Insurance
- 8.2.7 Intellectual Property
- 8.2.8 Movable and Immovable Property
- 8.2.9 Operations
- 8.2.10 Taxation
- 8.2.11 Third Parties
- 8.2.12 Health information

## **9. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION AND/OR RECORDS**

- 9.1 Part 3, Chapter 4 of the Act sets out instances when a request for information must be refused.
- 9.2 The following are grounds for the refusal of access to information and/or records as prescribed by the Act:
  - 9.2.1 The protection of a third party's right to privacy when such release of information would amount to the unreasonable and/or unlawful disclosure of personal information of that person, including the personal information of a deceased individual;
  - 9.2.2 Mandatory protection of any commercial information of a third party, including but not limited to any trade secrets, commercial and/or intellectual property where disclosure would cause harm to the commercial or financial interests of that third party;
  - 9.2.3 Any confidential information which is protected by an agreement between the parties;
  - 9.2.4 Mandatory protection and information that would be considered privileged in terms of any legal and/or medical proceedings;
  - 9.2.5 If disclosure of information or a record could reasonably be expected to endanger the life/physical safety, privacy and identity of an individual;
  - 9.2.6 Any intellectual, commercial and/or related documentation relating to the business activities of the Hospitals;
  - 9.2.7 Any research information being carried out/to be carried out by/on behalf of a third party where such disclosure would likely expose the third party, a person carrying out the research, or the subject matter of the research, to serious disadvantage; and
  - 9.2.8 Any other reason that is allowed in any applicable law.

## **10. PROCEDURE FOR REQUESTING A RECORD NOT AUTOMATICALLY AVAILABLE**

- 10.1 The requester must use the prescribed form (see Form C on page 11 of this manual.) to make the request for access to a record.
- 10.2 The request must be made to the relevant Information Officer.
- 10.3 The request must be sent to Life Healthcare's address, or fax number or electronic mail address.
- 10.4 The request must provide sufficient detail on the request form to enable the Information Officer to clearly identify the record as well as the requester's identity.
- 10.5 The request must also indicate which form of access is required and should specify a postal address or fax number in the Republic of South Africa or alternatively an electronic mail address.



- 10.6 The request must also indicate if the information is required in any other manner and if so, state the necessary particulars required to be so informed.
- 10.7 The requester must identify the right that is sought to be exercised or protected and must provide an explanation as to why the requested record is required for the protection or exercise of that right.
- 10.8 If the request is made on behalf of another person, the requester must submit proof, to the satisfaction of the Information Officer, of the capacity in which the requester is making the request.
- 10.9 Request for access to records held by Life Healthcare must be made on the request forms (on payment of the prescribed fees) and are available from the South African Human Rights Commission's website ([www.sahrc.org.za](http://www.sahrc.org.za)) or the Department of Justice and Constitutional Development ([www.doj.gov.za](http://www.doj.gov.za)) under "regulations".

## **11. ACCESS TO HEALTH RECORDS OR OTHER RECORDS IN TERMS OF SECTION 61 OF THE ACT**

- 11.1 For the purposes of this section, the term "relevant person" shall refer to the requester and /or the authorized person making a request on the persons behalf.
- 11.2 Requesters must stipulate in their request for information and/or what health information is required, understanding that information held by a medical practitioner must be obtained directly from him or her. No hospital can release information held by another party, or information that is protected by a medical practitioner /patient relationship.
- 11.3 The Information Officer, in terms of Section 50 of the Act, may only grant a request for access to information and/or a record provided by a medical practitioner in his or her capacity as such, about the physical or mental health of the requester him /herself, or to authorised person making such a request on behalf of the person concerned.
- 11.4 The Information Officer may in terms of Section 61 (1) of the Act, refuse access to information and/or records, if he or she is of the opinion that such disclosure would cause serious harm to the requester's physical and/ or mental health.
- 11.5 Before the Information Officer allows, grants or facilitates access to information and/or records, he or she may consult with the treating medical practitioner who, subject to Section 61(2) had been nominated by the relevant person.
- 11.6 If the relevant person is:
  - 11.6.1 under the age of 16 years, a person having parental responsibilities for the relevant person, must make the nomination referred to in Section 61() of the Act; and/or
  - 11.6.2 incapable of managing his or her affairs, a person appointed by the court to manage those affairs must make that nomination.

- 11.7 If after the information Officer has given access to the medical practitioner, and the medical practitioner is of the opinion that the disclosure of the information and/or record to the relevant person, would likely cause serious harm to his or her physical and/or mental health, or well being, the Information Officer may only grant access to that information and/or record if he or she has been given sufficient guarantees by the requester, that adequate provision has been made for such counseling or arrangement as are reasonably practicable before, during or after the disclosure of the information and/or record limit, alleviate or avoid such harm to the relevant person.
- 11.8 Before access to the information and/or record is so given to the requester, the person responsible for such counseling or arrangements must be given access to the information and/or record.
- 11.9 The Information Officer may also refuse access to the Information and/or records in terms of any other law.

## **12. PRESCRIBED FEES**

- 12.1 Once a request is made, the information officer will send a receive notice to the requester to pay the prescribed fee of R50.00.
- 12.2 This prescribed fee must be paid before the request will be processed.
- 12.3 Payment of this fee is to be made as directed by the Information Officer.
- 12.4 If the requester is seeking access to a record containing personal information about that requester, the prescribed fee of R50.00 may not be required.
- 12.5 The information officer will then make a decision in respect of the request and the requester will be notified of the decision on the required form.
- 12.6 Should the request be refused, the requester may lodge an application at court against the tender or payment of the requested fee as will be advised in the Notice (in terms of (sec 54(3)(b) of the Act).
- 12.7 If the request is granted then a further access fee is payable for the search, reproduction and preparation of the record in a particular format as well as for any time, that has exceeded the prescribed hours, to search and in order prepare the record for disclosure (in terms of sec 54(6)) of the Act).
- 12.8 The fees schedule can be downloaded from the Department of Justice website at [www.doj.gov.za](http://www.doj.gov.za).

## **13. AVAILABILITY OF THE MANUAL IN TERMS OF SECTION 51(3) OF THE ACT**

A copy of this manual is available at the Company's registered address, on the Company's website ([www.lifehealthcare.co.za](http://www.lifehealthcare.co.za)), and from the South African Human Rights Commission.

## 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 private body

The Head:

### B. Particulars of 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 of South Africa 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:

Fax number:

Telephone number:

E-mail address:

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

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

This section must be completed <i>ONLY</i> if a request <i>for information</i> is made on behalf of <i>another</i> person.
--

Full names and surname:

Identity number:

### D. Particulars of 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.<br><b>The requester must sign all the additional folios.</b> |

1 Description of record or relevant part of the record:

2 Reference number, if available:

3 Any further particulars of record:

**E. Fees**

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

Reason for exemption from payment of fees:

**F. Form of access to record**

<p>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.</p>
--

Disability:	Form in which record is required:
<p>Mark the appropriate box with an X.</p> <p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(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.</p> <p>(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</p>	

<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* (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? <b>Postage is payable.</b>			<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; text-align: center;">YES</td> <td style="width: 50%; text-align: center;">NO</td> </tr> </table>	YES	NO
YES	NO				

**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 .....20

\_\_\_\_\_  
SIGNATURE OF REQUESTER / PERSON ON  
WHOSE BEHALF REQUEST IS MADE