

Privacy Policy

Introduction

Welcome to Centre for Diabetes & Endocrinology (Pty) Ltd.

The Centre for Diabetes and Endocrinology (Pty) Ltd (CDE), is a Private Registered Managed Care Organisation registered within the borders of South Africa, and with a 27-year history in the provision of comprehensive, person-centered and evidence-based diabetes care.

Our Terms and Conditions (**'Terms'**) govern all use of our Service and together with the Privacy Policy constitutes your agreement with us (**'agreement'**).

The Centre for Diabetes & Endocrinology (Pty) Ltd services, including (without limitation) our website and other interactive properties through which the services are delivered (collectively, the **'service'**), are owned, operated and distributed by The Centre for Diabetes & Endocrinology (Pty) Ltd (referred to in this Privacy Notice as **'The CDE'** or **'we'** and through similar words such as **'us'**, **'our'**, etc.). This Privacy Notice outlines the personal information that the CDE may collect, how CDE uses and safeguards that information, and with whom and for what purpose/s we may share it.

The CDE encourages our customers, visitors, business associates, and other interested parties to read this Privacy Notice, available in the public domain at www.CDEDiabetes.org/PrivacyPolicy which applies to all users of our service.

By accessing or using any part of our Service, or by submitting personal information to The CDE by any means, you acknowledge that you:

- understand and agree to be bound by this Privacy Notice,
- agree that The CDE process, transfer, use, and disclose (where applicable) your personal information as described in this Notice.
- agree to THE TERMS AND CONDITIONS OF OUR SERVICE (the **'Terms of Service'**).

IF YOU DO NOT AGREE WITH ANY PART OF THIS PRIVACY NOTICE OR OUR TERMS OF SERVICE, PLEASE DO NOT USE ANY OF THE SERVICES.

Definitions

SERVICE means the CDE website operated by The CDE

PERSONAL DATA means data about a living individual who can be identified from those data (or from those and other information either in our possession or likely to come into our possession).

USAGE DATA is data collected automatically either generated by the use of Service or from Service infrastructure itself (for example, the duration of a page visit).

COOKIES are small files stored on your device (computer or mobile device).

DATA CONTROLLER means a natural or legal person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data are, or are to be, processed. For the purpose of this Privacy Policy, we are a Data Controller of your data.

DATA PROCESSORS (OR SERVICE PROVIDERS) means any natural or legal person who processes the data on behalf of the Data Controller. We may use the services of various Service Providers to process your data more effectively.

DATA SUBJECT is any living individual who is the subject of Personal Data.

THE USER is the individual using our Service. The User corresponds to the Data Subject, who is the subject of Personal Data.

What personal information do we collect about you?

Personal information (also commonly known as personally identifiable information (PI, or personal data) is information that can be used to identify you, or any other individual to whom the information may relate.

The personal information that we collect directly from those registering for the Service, includes the following categories:

- Name and contact information (e.g. address; phone number; email, fax);
- Billing Information (e.g. credit card, bank account, billing contact information)
- Order Information (e.g. current order/purchase information, purchase history, shipping details).
- Travel Information (e.g. booking numbers, passport information, flight numbers, travel details)
- Company/employer information
- Geographic or location information
- Information contained in posts you made on the public forums and interactive features of the Service.
- Other information that may be exchanged in the course of engaging with the Service. You will be aware of any subsequently collected information because it will come directly from you.

Other Data

While using our Service, we may also collect the following information: sex, age, date of birth, place of birth, passport details, citizenship, registration at place of residence and actual address, telephone number (work, mobile), details of documents on education, qualification, professional training, employment agreements, non-disclosure agreements, information on bonuses and compensation, information on marital status, family members, social security (or other taxpayer identification) number, office location and other data.

Collection of User Generated Content

We may invite you to post content on the Service, including your comments and any other information that you would like to be available on the Service, which may become public ('User Generated Content'). If you post User Generated Content, all of the information that you post will be available to authorised personnel of The CDE. You expressly acknowledge and agree that we may access in real-time, record and store archives of any User Generated Content on our servers to make use of them in connection with the Service.

If you submit a review, recommendation, endorsement, or other User Generated Content through the Service, or through other websites including Facebook, Instagram, Google, LinkedIn, Youtube and other similar channels, we may share that review, recommendation, endorsement or content publicly on the Service.

What are the sources of personal information collected by The CDE?

When providing personal information to The CDE as described in this Notice, that personal information is collected directly from you, and you will know the precise personal information being collected by us. The CDE does not collect personal information from any other sources, except where it may automatically be collected as described in the section titled 'Cookies, Device Data, and How it is Used', if the information in that section is considered personal information.

Why does The CDE collect your personal information?

Subject to the terms of this Privacy Notice, The CDE uses the above described categories of personal information in several ways. Unless otherwise stated specifically, the above information may be used for any of the following purposes:

- to administer the Service to you;
- to respond to your requests;
- to distribute communications relevant to your use of the Service, such as system updates or information about your use of the Service;
- as may be necessary to support the operation of the Service, such as for billing, account maintenance, and record-keeping purposes;
- to send to you CDE newsletters, product announcements, marketing or promotional materials and other information that we feel may be of interest to you. Please note that you may 'opt out' of receiving any, or all of these marketing materials
- in other manners after subsequent notice is provided to you and/or your consent is obtained, if necessary.

How do we share your Personal Information with third parties?

We may provide any of the described categories of personal information to CDE employees, consultants, affiliates or other businesses or persons for the purpose of processing such information on our behalf in order to provide the Service to you. In such circumstances, we require that these parties agree to protect the confidentiality of such information consistent with the terms of this Privacy Notice and applicable privacy laws.

We will not share your personal information with other, third-party companies for their commercial or marketing use without your consent or except as part of a specific program or feature which you will specifically be able to opt-out of.

In addition, we may share personal information:

1. to the extent we have a good-faith belief that such action is necessary to comply with any applicable law;
2. to enforce any provision of the Terms of Service, protect ourselves against any liability, defend ourselves against any claims, protect the rights, property and personal safety of any user, or protect the public welfare;

3. when disclosure is required to maintain the security and integrity of the Service, or to protect any user's security or the security of other persons, consistent with applicable laws
4. to respond to a court order, subpoena, search warrant, or other legal process, to the extent permitted and as restricted by law; or
5. in the event that we or any of our subsidiaries go through a business transition, such as a merger, divestiture, acquisition, liquidation or sale of all or a portion of our assets, your Personal Data may be transferred to assure business continuity and uninterrupted service to you.

We may also disclose your information also:

6. to our subsidiaries and affiliates;
7. to contractors, service providers, and other third parties we use to support our business;
8. to fulfil the purpose for which you provide it;
9. for the purpose of including your company's logo on our website;
10. for any other purpose disclosed by us when you provide the information;
11. with your consent in any other cases;
12. if we believe disclosure is necessary or appropriate to protect the rights, property, or safety of the Company, our customers, or others.

Direct Marketing Communications

We may communicate with you using email, SMS, and other channels (sometimes through automated means) as part of our effort to market our products or services, administer or improve our products or services, or for other reasons stated in this Privacy Notice. You have an opportunity to withdraw consent to receive such direct marketing communications, as permitted by law.

If you no longer wish to receive correspondence, emails, or other communications from us, you may opt-out by submitting a request by using the UNSUBSCRIBE link in any email communication you may have received. Further, you may express your communication preferences by:

- Noting your preferences at the time you register your account with the Site [or our mobile application];
- Logging into your account settings and updating your preferences;
- Contacting us using the contact information provided below

Please note that you may continue to receive non-marketing communications as may be required to maintain your relationship with the CDE.

In addition to the communication described here, you may receive third-party marketing communications from providers we have engaged to market or promote our products and services. These third-party providers may be using communications lists they have acquired on their own, and you may have opted-in to those lists through other channels. If you no longer wish to receive emails, SMSs, or other communications from such third parties, you may need to contact that third party directly.

Retention of Data

The CDE will retain your personal information only for as long as is necessary for the purposes set out in this Notice. We will retain and use personal information to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes and enforce our legal agreements and policies.

The CDE will also retain usage data for internal analysis purposes. Usage data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our Sites and/or Portals, or we are legally obligated to retain this data for longer periods.

The CDE will take all the steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organisation or a country unless there are adequate controls in place including the security of your data and other personal information.

Location Data

We may use and store information about your location if you give us permission to do so ('Location Data'). We use this data to provide features of our Service, to improve and customise our Service.

You can enable or disable location services when you use our Service at any time by way of your device settings.

We may also collect information regarding application-level events, such as crashes, and associate that temporarily with your account to provide customer service. In some circumstances, we may combine this information with personal information collected from you (and third-party service providers may do so on our behalf).

In addition, we may use 'cookies', clear gifs, and log file information that help us determine the type of content and pages to which you link, the length of time you spend at any particular area of the Service, and the portion of the Service you choose to use.

A cookie is a small text file that is sent by a website to your computer or mobile device where it is stored by your web browser. A cookie contains limited information, usually a unique identifier and the name of the site. Your browser has options to accept, reject or provide you with notice when a cookie is sent. Our cookies can only be read by CDE; they do not execute any code or virus; and they do not contain any personal information. Cookies allow the CDE to serve you better and more efficiently, and to personalise your experience with the Service. We may use cookies for many purposes, including (without limitation) to save your password so you don't have to re-enter it each time you visit the Service, and to deliver content (which may include third party advertisements) specific to your interests.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Examples of Cookies we use:

1. Session Cookies: We use Session Cookies to operate our Service.
2. Preference Cookies: We use Preference Cookies to remember your preferences and various settings.
3. Security Cookies: We use Security Cookies for security purposes.

4. Advertising Cookies: Advertising Cookies are used to serve you with advertisements that may be relevant to you and your interests.

We may use third party service providers to help us analyse certain online activities. For example, these service providers may help us measure the performance of our online campaigns or analyse visitor activity on the Service. We may permit these service providers to use cookies and other technologies to perform these services for the CDE. We do not share any personal information about our customers with these third-party service providers, and these service providers do not collect such personal information on our behalf. Our third-party service providers are required to comply fully with this Privacy Notice.

We may use third party service providers to help us deliver certain services, and it may result in the processing of personal information in data centres and locations outside of the Republic of South Africa. For example, these service providers may provide us with essential information technology or tools we use to run our business. We may permit these service providers to process our business information and/or your personal information. We do not permit these service providers to process any personal information outside of a contract, and these service providers may collect personal information on our behalf. Our third-party service providers are required to comply fully with this Privacy Notice.

Payments

We may provide paid products and/or services within Service. In that case, we use third-party services for payment processing (e.g. payment processors).

We will not store or collect your payment card details. That information is provided directly to our third-party payment processors whose use of your personal information is governed by their Privacy Policy. These payment processors adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of payment information.

Our Policy on 'Do Not Track' Signals:

We honour 'Do Not Track' signals and do not track, plant cookies, or use advertising when a Do Not Track browser mechanism is in place. Do Not Track is a preference you can set in your web browser to inform websites that you do not want to be tracked.

You can enable or disable Do Not Track by visiting the Preferences or Settings page of your web browser.

South African Privacy Rights

If you are a South African resident, South Africa law may provide you with certain rights with regard to your personal information under the Protection of Personal Information Act ('POPIA') and Promotion of Access to Information Act ('PAIA').as well the Consumer Protection Act Throughout this Privacy Notice you will find information required by POPIA regarding the categories of personal information collected from you; the purposes for which we use personal information, and the categories of third parties your data may be shared with. This information is current as of the date of the Notice and is applicable in the 12 months preceding the effective date of the Notice.

As a South African resident, the POPIA and PAIA provide you the ability to make inquiries regarding to your personal information. Specifically, the degree to which the information is not already provided in this Privacy Notice, you have the right to consent to your personal information, including:

- The specific pieces of personal information collected about you.
- The ability to correct or delete certain personal information collected about you.
- The ability to delete all the personal information collected about you, subject to certain exceptions.
- To opt-in or opt-out of direct marketing to you.
- To object to processing of your personal information, or
- Appeal any rejection of access to your personal information

You may submit a request regarding your rights under POPIA or PAIA by submitting a request by contacting us at Compliance@cdediabetes.co.za

If we receive a POPIA request from you, we will first make a determination regarding the applicability of the law, and we will then take steps to verify your identity prior to responding. The steps to verify your identity may vary based on our relationship with you, but, at a minimum, it will take the form of confirming and matching the information submitted in the request with information already held by CDE and/or contacting you through previously used channels to confirm that you submitted the request (i.e. confirming identity through contact information that we have on file, and/or the contact information submitted to make the request).

The CDE does not knowingly collect or process the special personal information such as your religious or philosophical beliefs, race or ethnic origins, trade union memberships, political persuasion, or your criminal behaviour or biometric information.

If you have a comment, question, or complaint about how we are processing your personal information, please contact us at Compliance@cdediabetes.co.za to allow us to resolve the matter. In addition, if you are located in the Republic of South Africa, you may submit a complaint regarding the processing of your personal information to the Information Regulator via the following link:

<https://www.justice.gov.za/infoereg/contact.html>.

Your Data Protection Rights under the South African Protection of Personal Information Act 2013 (POPI)

According to the POPI Act of 2013 we agree to the following:

1. users can visit our site anonymously;
2. our Privacy Policy link includes the word 'Privacy', and can easily be found on the home page of our website;
3. users will be notified of any privacy policy changes on our Privacy Policy Page;
4. users are able to change their personal information by emailing us at Compliance@cdediabetes.co.za

Third Party Advertisers

We may allow other companies, called third-party ad servers or ad networks, to serve advertisements within the Service. These third-party ad servers or ad networks use technology to send, directly to your device, the advertisements and links that appear on the Service. They automatically receive your device ID and IP address when this happens. They may also use other technologies (such as cookies, JavaScript, or Web Beacons) to measure the effectiveness of their advertisements and to personalise the advertising content you see. You should consult the respective privacy policies of these third-party ad servers or ad networks for more information on their practices and for instructions on how to opt-out of certain practices. This Privacy Notice does not apply to them, and we cannot control their activities.

Information Storage and Security

We employ industry-standard and/or generally accepted security measures designed to secure the integrity and confidentiality of all information submitted through the Service. However, the security of information transmitted through the internet or via a mobile device can never be guaranteed. We are not responsible for any interception or interruption of any communications through the internet or for changes to or losses of data.

Users of the Service are responsible for maintaining the security of any password, user ID or other form of authentication involved in obtaining access to password protected or secure areas of the Service. To protect you and your information, we may suspend your use of any of the Service, without notice, pending an investigation, if any breach of security is suspected.

External Links

The Service may contain links to other websites maintained by third parties. Please be aware that we exercise no control over linked sites and The CDE is not responsible for the privacy practices or the content of such sites. Each linked site maintains its own independent privacy and data collection policies and procedures, and you are encouraged to view the privacy policies of these other sites before providing any personal information.

You hereby acknowledge and agree that The CDE is not responsible for the privacy practices, data collection policies and procedures, or the content of such third-party sites, and you hereby release The CDE from any and all claims arising out of or related to the privacy practices, data collection policies and procedures, and/or the content of such third-party sites.

Children's Privacy

The Service is not intended for children under the age of 18, and CDE does not knowingly collect the personal information of children under the age of 18.

Changes to this Privacy Notice

The CDE reserves the right to modify this Privacy Notice from time to time in order that it accurately reflects the regulatory environment and our data collection principles. When material changes are made to this Privacy Notice, The CDE will post the revised Notice on our website. This Privacy Notice was last modified as of **6 September 2022**.

Contact Us

If you have any questions or comments about this Privacy Notice or the Service provided by The Centre for Diabetes and Endocrinology (Pty) Ltd please contact us at Compliance@cdediabetes.co.za

Section 51 PAIA Manual

This is applicable to:

Centre for Diabetes & Endocrinology (Pty) Ltd. Reg. No. 1994/001693/07. VAT No. 4900141757. Tel. +27 11 053 4400. 81 Central Street Houghton Estate, 2198. PO Box 2900, Saxonwold, 2132, South Africa. www.cdediabetes.co.za.

Introduction

The Centre for Diabetes and Endocrinology (Pty) Ltd (CDE), is a Private Registered Managed Care Organisation with a history in the provision of comprehensive, person-centred and evidence-based diabetes care.

This Promotion of Access to Information Manual (“**Manual**”) provides an outline of the type of records and the personal information the company holds, and explains how to submit requests for access to these records in terms of the Promotion of Access to Information Act 2 of 2000 (“**PAIA Act**”). In addition, it explains how to access, or object to, personal information held by the Company, or request correction of the personal information, in terms of paragraphs 23 and 24 of the Protection of Personal Information Act 4 of 2013 (“**POPI Act**”). The PAIA and POPI Acts give effect to everyone’s constitutional right of access to information held by private sector or public bodies, if the record or personal information is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest. Requests shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in section 5.

Availability of the Manual

This manual is published on the Company website at www.cdediabetes.org or alternatively, a copy can be requested from the Information Officer at: Compliance@cdediabetes.co.za.

Description of guide referred to in Section 10: Section 51(1)(b)

This guide has been compiled in terms of Section 10 of PAIA by CDE.

It contains information required by a person wishing to exercise any right, contemplated by PAIA.

This manual may be updated and changed at our election at any time and the latest dated version is reflected at the bottom of each page of the manual.

The data collected by CDE has been classified into different data segments. The purpose is to categorise personal and other data into easily identifiable categories of data.

CDE uses personal information in different ways in its day-to-day normal business operations.

Availability of guides to PAIA and POPI Acts

Guides to the PAIA and POPI Acts can be obtained and queries directed:

PAIA	POPI ACTS
South African Human Rights Commission Deputy Information Officer: PAIA Mr Tshepang Sebulela Tel: 011 877 3645 e-mail: tsebulela@sahrc.org.za 27 Stiemens Street, Braamfontein, 2001	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001 General enquiries email: infoereg@justice.gov.za Complaints email: complaints.IR@justice.gov.za

The latest notice in terms of Section 52(2) (If any):

At this stage, no notice(s) has/have been published on the categories of records that are automatically available without a person having to request access in terms of PAIA.

Acts and other legislation held at our physical address by CDE

1. List of Records and Information

The information held by CDE has been divided into different categories grouped into various subjects, each of which describes a sub-set of data information collected and held. The categories of information are not exhaustive but are merely meant to give a broad indication of the information subject and categories held by CDE, without specification. A category may therefore contain subcategories and sub-sets of information, which may not be specifically listed.

2. Companies Act Records, ACTS and Statutory Compliance Records

- Documents of incorporation (Founding Documents)
- 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
- Basic Conditions of Employment 75 of 1997
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Consumer Protection Act 68 of 2008
- Employment Equity Act 55 of 1998
- Income Tax Act 95 of 1967
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993
- Promotion of Access to Information Act 2 of 2000
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991
- Statutory Returns and Statutory Records
- Licences (categories)
- Minutes of Management Meetings

3. Personnel Documents and Records

- Employment contracts
- Disciplinary records
- Salary records
- SETA records
- Disciplinary code
- Leave records
- Training records
- Training Manuals
- Employee Identity Numbers
- Employee addresses
- Employee names
- Staff administration (employee records and information)
- Staff includes potential and existing staff
- General Correspondence
- Information relating to Health and Safety Regulations.
- Remuneration Records and Policies
- Skills Requirements
- Training Records
- Attendance registers
- Correspondence

4. Financial Records

- Annual Financial Statements
- Tax Returns
- Accounting Records and financial dealings
- Banking Records
- Bank Statements
- Paid Cheques
- Electronic banking records
- Asset Register
- Rental Agreements

- Invoices
- Customer Details-Vat Numbers-delivery addresses-email addresses-client company details
- Budgets
- Management Accounts
- Purchasing and Order Information
- Stock Records
- Tax Records (company and employee)
- Client and Customer Registry
- Contracts

5. Client and 3rd Party Data

Note: Clients include potential and existing clients.

- Copies of compliance certification
- Physical Security plans and contracts
- Copies of Insurance and Public Liability Insurances
- Client company/trading details-vat numbers, company registration details etc.
- Supplier contracts and supplier contact details
- Customer contracts and customer details
- Details regarding the rendering of services according to instructions given by clients
- Compliance with tax laws of third parties
- Marketing and Future Strategies
- Marketing Records
- Sales Records
- Suppliers Registry
- Insurance Information
- Internal Audit Records
- IT Policies and Procedures
- Network Diagrams
- User Manuals

6. Processing of personal information

CDE takes the privacy and protection of personal information very seriously and will only process personal information in accordance with the current South African privacy. Accordingly, the relevant personal information privacy principles relating to the processing thereof (including, but not limited to, the collection, handling, transfer, sharing, correction, storage, archiving and deletion) will be applied to any personal information processed by CDE.

We process personal information for the below reasons, but not limited to

- recruitment purposes
- for employment purposes
- for general administration, financial and tax purposes
- for legal or contractual purposes
- Direct Care
- to monitor access, secure and manage our premises and facilities
- to identify other products and services which might be of interest to data subjects and to inform
- them about our products and services
- for travel purposes
- to provide or manage any information, products and/or services requested by data subjects

Detail on how to make a request for access - Section 51(e)

The requester must complete Form B and submit this form together with a request fee, to;

CDE: 81 Central Street, Houghton Estate 2198.

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 or email address of the request in the Republic
- identify the right that the requester is seeking to exercise or protect
- provide an explanation of why the requested record is required for the exercise or protection of that right

In addition to a written reply, if the requester wishes to be informed of the decision on the request in any other manner, the requester is to state that manner or format and the necessary particulars to be informed of in any other manner. If the request is made on behalf of another person, the requester is to submit proof of capacity in which the requester is making the request, to the reasonable satisfaction of the head of the private body, as described above.

Prescribed fees of the Promotion of Access to Information Act

The following applies to requests (other than personal requests):

1. A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
2. If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
3. a requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
4. Records may be withheld until the fees have been paid.
5. Payments should be made to Centre for Diabetes & Endocrinology (Pty) Ltd.

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:

(a) For every photocopy of an A4-size page or part thereof	R 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	R 0,75
(c) For a copy in a computer-readable form on: (i) stiffy disc (ii) compact disc	R 7,50 R70,00
(d) For a transcription of visual images, (i) for an A4-size page or part thereof (ii) for a copy of visual images	R40,00 R60,00
(e) For a transcription of visual images, (i) for an A4-size page or part thereof (ii) for a copy of an audio record	R20,00 R30,00

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:

(1) (a) For every photocopy of an A4-size page or part thereof	R 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	R 0,75
(c) For a copy in a computer-readable form on: (i) stiffy disc (ii) compact disc	R 7,50 R70,00
(d) For a transcription of visual images, (i) for an A4-size page or part thereof (ii) for a copy of visual images	R40,00 R60,00
(e) For a transcription of visual images, (i) for an A4-size page or part thereof (ii) for a copy of an audio record	R20,00 R30,00
(f) To search for and prepare the record for disclosure, (As reasonably required for such search and preparation)	R30,00 for each hour or part thereof

(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.

PAIA Form: 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/Designated Person: _____

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 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 ONLY if a request for information is made on behalf of another 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.
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: _____

E. Fees

- 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.
- You will be notified of the amount required to be paid as the request fee.
- 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.
- If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees: _____

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:

- Compliance with your request in the specified form may depend on the form in which the record is available.
- 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.
- The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
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2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

<input type="checkbox"/>	View the images	<input type="checkbox"/>	copy of the images*	<input type="checkbox"/>	transcription of the images*
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3. If record consists of recorded words or information which can be reproduced in sound:

<input type="checkbox"/>	Listen to the soundtrack (audio cassette)	<input type="checkbox"/>	Transcription of soundtrack* (written or printed document)
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4. If record is held on computer or in an electronic or machine-readable form:

<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*	<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)
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*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

Postage is payable.

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

Personal Information Form: Request for correction or deletion of Personal Information or destroying or deletion of record of Personal Information in terms of Section 24(1) of the Protection of Personal Information Act, 2013 (ACT NO. 4 OF 2013)

Regulations relating to the Protection of Personal Information, 2018 [Regulation 3]

Note:

1. Affidavits or other documentary evidence may be attached to support your request.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as applicable.

Mark the appropriate box with an "x". Request for:

Correction or deletion of personal information which is in possession or under the control of Centre for Diabetes & Endocrinology (Pty) Ltd (CDE).

Destroying or deletion of personal information which is in possession or under the control of CDE, who is no longer authorised to retain the record of information.

A. Personal Details	
Name(s) and surname/ registered name:	
Identity Number:	
Residential, postal or business address:	
Contact number(s):	
Fax number/Email address:	

B. Information to be Corrected/Deleted/Destroyed

**C. Reasons for *Correction or Deletion of the Personal Information in terms of Section 24(1)(a) which is in possession or under the control of CDE;
and/or
Reasons for *Destruction or Deletion of a record of Personal Information in terms of Section 24(1)(b) which CDE is no longer authorised to retain**

Signed at _____ this _____ day of _____ 20 ____

SIGNATURE OF REQUESTER /
DESIGNATED PERSON