



DementiaSA

Promotion of Access to  
Information Manual  
(PAIA)

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## 1. **Introduction**

DementiaSA is a South African Non-Profit Organisation (NPO) that assists families, communities and health professionals who have limited access to private health care, to live with dementia or care for those with dementia.

DementiaSA is committed to upholding the dignity of all persons affected by dementia and places a premium on providing services in under-developed rural and peri-urban areas. It is at the forefront of improving the quality of life of those living with dementia and those who care for them.

The Promotion of Access to Information Manual “Manual” provides an outline of the type of records and the personal information it holds and explains how to submit requests to access to these records in terms of the Promotion of Personal 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 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 companies, if the record is required for the exercise or protection of any rights.

Requests shall be made in accordance with the prescribed procedures, at the rates provided. The forms and Tariff are dealt with in section 5.

This manual is published on the Company website at [www.dementiasa.org](http://www.dementiasa.org) or alternatively a copy may be requested from the Executive Director (see contact details section).

## 2. **Company Contact details**

Dementia South Africa

P.O Box 16421  
Vlaeberg  
8018

Contact number:  
0860 636 679

Information Officer:

Karen Borochowitz  
[director@dementiasa.org](mailto:director@dementiasa.org)

## 3. **Company Records**

### 3.1 Company Records availability

<b>Departmental records</b>	<b>Subject</b>
Financial Records	Accounting records Annual Financial Report Annual Financial Statements Asset Registers Bank Statements Banking details and Bank accounts Banking records Debtors/creditors statements and invoices General ledger and subsidiary ledgers Invoices Tax returns
Income Tax Records	PAYE records & IRP5 VAT SDL & UIF Workmen's Compensation
Personnel	Address lists Disciplinary records Employment contracts Grievance procedures Leave records. Payroll register Salary records Training records
Procurement	Standard terms and conditions for supply of services and products Contractor and client agreements List of suppliers, products, services, and distribution.
Marketing and Communications	Events
Social Work	Client records Client interactions Training events Awareness Talks
IT department	Computer usage policy documentation Information security policies Software licenses System documentation and manuals

#### **4 Processing of personal information**

DementiaSA takes the privacy and protection of personal information very seriously and will only process personal information in accordance with the current South African privacy policy. 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 DementiaSA.

## 4.1 The purpose of processing information

4.1.1 We process personal information for a variety of purposes, including but not limited to the following:

- 4.1.1.1 to provide or manage any information, products and/or services requested by data subjects.
- 4.1.1.2 to help us identify data subjects when they contact us.
- 4.1.1.3 to maintain client / customer records.
- 4.1.1.4 for recruitment purposes.
- 4.1.1.5 for employment purposes.
- 4.1.1.6 for general administration, financial and tax purposes.
- 4.1.1.7 for legal or contractual purposes.
- 4.1.1.8 for health and safety purposes.
- 4.1.1.9 to monitor access, secure and manage our premises and facilities.
- 4.1.1.10 to transact with our suppliers and business partners
- 4.1.1.11 to help us improve the quality of our products and services.
- 4.1.1.12 to help us detect and prevent fraud and money laundering.
- 4.1.1.13 to help us recover debts.
- 4.1.1.14 to carry out analysis and customer profiling; and
- 4.1.1.15 to identify other products and services which might be of interest to data subjects and to inform them about our products and services.

## 4.2 Categories of data subjects and personal information processed.

PURPOSE / ACTIVITY	TYPE OF DATA	LAWFUL BASIS FOR PROCESSING
To engage with you after you have contacted us via the website or otherwise	Identity Contract Marketing & Communications	Express consent Performance of Contract with you Necessary to comply with legitimate interests
To provide you with our services as contracted	Identity Contact Financial Transactional Profile Usage	Express consent Performance of Contract with you Necessary to comply with legitimate interests Necessary to comply with legal obligation
To contract with you as a service provider	Identity Contact Financial Transactional	Express consent Performance of Contract with you Necessary to comply with legitimate interests Necessary to comply with legal obligation
To allow you to use the website or participate in a company event	Identity Contact Technical Usage	Performance of a contract with you Express consent

To provide it to our authorised third-party service providers who need your personal data to provide their private services to you (such as payment gateways)	Identity Contact Financial Transactional	Express consent Performance of Contract with you Necessary to comply with legitimate interests
To manage payments, fees, and charges	Identity Contact Financial Transactional	Express consent Performance of Contract with you Necessary to comply with legitimate interests
To Manage our relationship with you which may include notifying you about changes to our terms or Privacy Policy or Services	Identity Contact Technical Usage	Express consent Performance of Contract with you Necessary to comply with legitimate interests Necessary to comply with legal obligation
To administer and protect our organisation and our website	Identity Contact Technical Usage	Express consent Necessary to comply with legitimate interests Necessary to comply with legal obligation
To deliver relevant website content and services to you and measure or understand the effectiveness of the information we serve to you	Identity Contact Usage Marketing and communications Profile Technical	Express consent Necessary to comply with legitimate interests
To use data analytics to improve our website, services, engagement relationships and experiences	Contact Technical Usage	Express consent Necessary to comply with legitimate interests
To provide you with direct and user-specific marketing, make suggestions and recommendations to you about events or services that may be of interest to you	Identity Contact Financial Transactional Profile	Express consent Necessary to comply with legitimate interests

#### 4.3 Recipients or categories of recipients with whom personal information is shared.

4.3.1 We may share the personal information of our data subjects for any of the purposes outlined in Section 4.1, with: the following:

4.3.1.1 Authorised group companies.

4.3.1.2 our carefully selected business partners who provide products and services under one of our brands; and

4.3.1.3 our service providers and agents who perform services on our behalf.

4.3.2 We do not share personal information of our data subjects with any third parties, except if:

4.3.2.1 we are obliged to provide such information for legal or regulatory purposes.

4.3.2.2 we are required to do so for purposes of existing or future legal proceedings,

- 4.3.2.3 we are selling one or more of our businesses to someone to whom we may transfer our rights under any customer agreement we have with you.
  - 4.3.2.4 we are involved in the prevention of fraud, loss, bribery, or corruption.
  - 4.3.2.5 they perform services and process personal information on our behalf.
  - 4.3.2.6 this is required to provide or manage any information, products and/or services to data subjects; or
  - 4.3.2.7 needed to help us improve the quality of our products and services.
- 4.3.3 We will send our data subjects notifications or communications if we are obliged by law, or in terms of our contractual relationship with them.
  - 4.3.4 We will only disclose personal information to government authorities if we are required to do so by law.
  - 4.3.5 Our employees and our suppliers are required to adhere to data privacy and confidentiality principles and to attend data privacy training.

#### **4.4 Information security measures to protect personal information.**

- 4.4.1 Reasonable technical and organisational measures have been implemented for the protection of personal information processed by DementiaSA. In terms of the POPI Act, operators are third parties that process personal information on behalf of DementiaSA.
- 4.4.2 DementiaSA utilises Salesforce as a CRM tool. Salesforce is GDPR compliant (see Data Protection Impact Assessment & Salesforce Services document).
- 4.4.3 We continuously implement and monitor technical and organisational security measures to protect the personal information we hold, against unauthorised access, as well as accidental or wilful manipulation, loss, or destruction.
- 4.4.4 We will take steps to ensure that operators that process personal information on behalf of DementiaSA apply adequate safeguards as outlined above.

#### **4.5 Trans-border flows of personal information**

- 4.5.1 We will only transfer personal information across South African borders if the relevant business transactions or situation requires trans-border processing and will do so only in accordance with South African legislative requirements; or if the data subject consents to transfer of their personal information to third parties in foreign countries.
- 4.5.2 We will take steps to ensure that operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information, in terms of the POPI Act.
- 4.5.3 We will take steps to ensure that operators that process personal information in jurisdictions outside of South Africa, apply adequate safeguards as outlined in Section 4.4.

#### **4.6 Personal information received from third parties.**

- 4.6.1 When we receive personal information from a third party on behalf of a data subject, we require confirmation that they have written consent from the data subject, that they are aware of the contents of this PAIA manual and the DementiaSA Privacy Policy, and do not have any objection to our processing their information in accordance with this policy.

### **5 Prescribed request forms and fees**

#### **5.1 Form of request**

- 5.1.1 To facilitate the processing of your request, kindly:

- 5.1.1.1 Use the prescribed form on the Company website.

- 5.1.1.2 Address your request to the Information Officer.

- 5.1.1.3 Provide sufficient detail to enable the Company to identify:

- 5.1.1.3.1 The record(s) requested.

- 5.1.1.3.2 The requestor (and, if an agent is lodging the request, proof of capacity).

- 5.1.1.3.3 The email address of the requestor.

- 5.1.1.3.4 The form of access required.

- 5.1.1.3.5 The email address of the requestor.

- 5.1.1.3.6 If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.

- 5.1.1.3.7 The right which the requestor is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

#### **5.2 Prescribed fees**

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

- 5.2.1.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed.

- 5.2.1.2 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).

- 5.2.1.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.

- 5.2.1.4 Records may be withheld until the fees have been paid.

- 5.2.1.5 The detailed Fee Structure is available on the website of the Company, at the following address: [www.dementiasa.org](http://www.dementiasa.org).

#### **5.3 Access to prescribed forms and fees.**

- 5.3.1 Prescribed forms and fees are published on the Company website or, alternatively, copies can be requested from the Information Officer (see contact details in section 2).

5.3.2 Prescribed forms and fees can be found on the Company website.

## **6 Remedies**

- 6.1 The company does not have internal appeal procedures regarding PAIA and POPI Act requests. As such, the decision made by the duly authorised persons in section 2, is final.
- 6.2 If a request is denied, the requestor is entitled to apply to a court with appropriate jurisdiction, or the Information Regulator, for relief.

