



PAIA MANUAL FOR HEALTHCHARTS (PTY) LTD

Prepared in terms of Section 51 of the Promotion of Access to Information Act No. 2 of 2000 (as amended)

Date of Compilation: 29 July 2026

Date of Review: 29 July 2027

Website: www.healthcharts.co.za

1. INTRODUCTION

This manual is published in accordance with **Section 51 of the Promotion of Access to Information Act No. 2 of 2000** (hereinafter "PAIA" or "the Act") and, where applicable, the **Protection of Personal Information Act No. 4 of 2013** (hereinafter "POPIA").

HealthCharts (Pty) Ltd ("HealthCharts", "the Company", "we", "us", "our") is committed to transparency, accountability, and compliance with the Constitution of the Republic of South Africa, PAIA, and POPIA.

The purpose of this manual is to:

- Enable the public to check the categories of records held by HealthCharts which are available without having to submit a formal PAIA request.
- Provide an understanding of how to make a request for access to a record.
- Set out the contact details of the persons who will assist the public with PAIA requests.
- Describe how personal information is processed in compliance with POPIA.
- Inform requesters of the procedural and other requirements which a request must meet as prescribed by the Act.



Section 32 of the Constitution of the Republic of South Africa, No. 108 of 1996, provides that everyone has the right of access to any information held by another person that is required for the exercise or protection of any rights.

2. COMPANY DETAILS

Company Name:	HealthCharts (Pty) Ltd
Registration Number:	2026/416952/07
Nature of Business:	Secure medical intelligence platform connecting practitioners, hospitals, patients, and families through enterprise healthcare workflows, patient continuity systems, voice dictation, biometrics, emergency access, and secure medical intelligence.
Physical Address:	10 Manning Street, Manaba Beach, Margate, KZN, 4275
Postal Address:	10 Manning Street, Manaba Beach, Margate, KZN, 4275
Telephone Number:	087 822 1936
Email Address:	admin@healthcharts.co.za
Website:	www.healthcharts.co.za

3. INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER



In terms of PAIA and POPIA, the following persons have been designated to deal with requests for access to information:

Information Officer: Ms. Nicolene Fox

Email: nicolene@healthcharts.co.za

Telephone: 065 104 0279

Deputy Information Officer: Layla Pickover

Email: layla@healthcharts.co.za

Telephone: 067 834 6739

All requests for access to information must be directed to the Information Officer or Deputy Information Officer at the contact details provided above.

4. THE ACT AND GUIDE TO PAIA

4.1 The Promotion of Access to Information Act (PAIA)

The Promotion of Access to Information Act No. 2 of 2000 (PAIA) gives effect to the constitutional right of access to any information held by the State or by another person that is required for the exercise or protection of any rights.

The Act grants a requester access to records of a private body if the record is required for the exercise or protection of any rights.

4.2 Guide on How to Use PAIA

The South African Human Rights Commission (SAHRC) has compiled a guide on the use of PAIA as prescribed by Section 10 of the Act.



The guide is available in all official South African languages, as well as in braille, and contains information that may reasonably be required by a person who wishes to exercise any right contemplated in PAIA.

The guide can be obtained from:

South African Human Rights Commission

Website: www.sahrc.org.za[reference:19]
Email: section51.paia@sahrc.org.za

5. RECORDS AVAILABLE WITHOUT A FORMAL PAIA REQUEST

The following records are available to the public without the need to submit a formal PAIA request:

5.1 Publicly Available Records

Category	Description
Website Content	Information published on www.healthcharts.co.za , including platform features, pricing information, and general company information.
Privacy Policy	The HealthCharts Privacy Policy, available on the website.
Terms of Service	The HealthCharts Terms of Service, available on the website.
POPIA Compliance Information	Information regarding the Company's compliance with POPIA.
Public Communications	Press releases and public announcements.
Company Information	Basic company registration and contact information.

5.2 Records Available on Request Upon Payment of Prescribed Fees

Category	Description
Annual Reports	Company annual reports (where applicable).



Category	Description
Statutory Filings	Statutory filings with regulatory authorities.

6. CATEGORIES OF RECORDS AVAILABLE ON REQUEST

The following categories of records are held by HealthCharts and may be requested in terms of PAIA. Access may be refused where disclosure is restricted under PAIA, POPIA, contractual obligations, or third-party confidentiality.

6.1 Patient Records

Category	Description
Patient Personal Information	Names, ID numbers, contact details, addresses, date of birth, gender.
Medical History	Diagnoses, chronic medication, dietary needs, medical/surgical history.
Medical Aid Information	Medical aid provider, membership numbers, main member details.
Clinical Assessments	Pulmonary function tests, nutrition assessments, podiatry assessments.
Consent Forms	Signed patient consent forms and declarations.
Prescriptions	Issued prescriptions and medication records.
Biometrics	Patient biometric data and field values.
Voice Notes	Dictated voice notes and transcripts.
Timeline Records	Patient timeline events and collaboration feed entries.

6.2 Practitioner Records

Category	Description
Practitioner Personal Information	Names, contact details, HPCSA numbers, practice numbers.
Practitioner Staff Records	Staff member details, positions, and employment records.



Category	Description
Appointment Records	Appointment schedules, diaries, and calendars.
Collaboration Records	Collaboration feed entries and multidisciplinary communications.

6.3 Hospital Records

Category	Description
Hospital Information	Hospital names, contact details, and network information.
Transfer Records	Hospital transfer requests and patient movement records.
Audit Logs	System access and activity audit logs.

6.4 Business and Administrative Records

Category	Description
Corporate Records	Company registration, governance, and statutory records.
Financial Records	Accounting, tax, and billing records.
Operational Records	Operational policies, procedures, and administrative documentation.
Information Technology Records	IT policies, security policies, and system documentation.

7. PROCESSING OF PERSONAL INFORMATION (POPIA COMPLIANCE)

In compliance with POPIA, the following information is provided regarding the processing of personal information by HealthCharts.

7.1 Categories of Data Subjects

Category	Description
Patients	Individuals who receive healthcare services through the HealthCharts



Category	Description
	platform.
Practitioners	Healthcare practitioners registered on the HealthCharts platform.
Hospital Representatives	Representatives of hospitals and healthcare facilities.
Staff Members	Employees and contractors of HealthCharts.
Family Members	Family members of patients who have been granted access.
Service Providers	Third-party service providers and operators.

7.2 Categories of Personal Information Collected

Category	Description
Identity Information	Names, ID numbers, passport numbers, date of birth, gender.
Contact Information	Physical addresses, email addresses, telephone numbers.
Health Information	Medical history, diagnoses, medications, dietary needs.
Financial Information	Medical aid details, billing information.
Biometric Information	Biometric data collected for identification purposes.
Employment Information	Employment history, qualifications, professional registrations.
System Information	IP addresses, login credentials, and access logs.
Special Personal Information	Health information, criminal records (where applicable).

7.3 Purpose of Processing Personal Information

Purpose	Description
Platform Operations	To operate and maintain the HealthCharts platform, including patient management, appointment scheduling, and record keeping.
Healthcare Delivery	To facilitate secure collaboration between practitioners, hospitals, patients, and families.
Service Provision	To provide services to patients, practitioners, and hospitals.
Compliance	To comply with legal and regulatory requirements (POPIA, HPCSA, etc.).
Account Management	To manage user accounts, billing, and support.



Purpose	Description
Security	To ensure the security and integrity of the platform.
Audit and Monitoring	To maintain audit logs for security and compliance purposes.
Communication	To communicate with data subjects regarding their accounts and services.
Improvement	To improve and develop the HealthCharts platform.

7.4 Recipients of Personal Information

Recipient	Description
Healthcare Practitioners	Practitioners involved in patient care.
Hospitals	Hospitals and healthcare facilities providing care.
Family Members	Family members with authorized access.
Service Providers	Third-party service providers and operators.
Regulatory Authorities	Regulatory authorities as required by law.
Medical Aids	Medical aid schemes for billing purposes.

7.5 Security Measures

HealthCharts employs appropriate technical and organizational measures to protect personal information against loss, damage, unauthorized access, or unlawful processing. These measures include:

Measure	Description
Encryption	Data encryption in transit and at rest.
Access Control	Role-based access control and user authentication.
Firewalls	Network firewalls to prevent unauthorized access.
Audit Logging	Comprehensive audit logging of all system access and activities.
Secure Hosting	Secure, POPIA-compliant hosting environment.
Staff Training	Regular training on data protection and security.
Incident Response	Incident response procedures for data breaches.

7.6 Cross-Border Transfers of Personal Information



HealthCharts may transfer personal information outside the Republic of South Africa where required for the provision of services or where service providers are located outside South Africa. Such transfers will be conducted in compliance with POPIA, ensuring that appropriate safeguards are in place.

8. REQUEST PROCEDURE

8.1 Form of Request

A request for access to information must be made in writing on the prescribed form (Form 2 of the PAIA Regulations).

The request must:

- Be submitted to the Information Officer or Deputy Information Officer.
- Provide sufficient detail to enable the Company to identify the record(s) requested.
- Specify the form of access required (e.g., copy of the record, inspection, etc.).
- Include the requester's contact details.
- Indicate whether the requester wishes to be informed of the decision in any other manner.
- Be accompanied by the prescribed fee (if applicable).

8.2 Request Forms

The prescribed PAIA request forms are available from:

Website: www.healthcharts.co.za/paia

Information Officer: 087 822 1936

SAHRC Website: www.sahrc.org.za

8.3 Submission of Requests

Requests must be submitted to:

Information Officer Nicolene Fox



Email: nicolene@healthcharts.co.za
Physical Address: 10 Manning Street, Manaba Beach, Margate, KZN, 4275
Postal Address: 10 Manning Street, Manaba Beach, Margate, KZN, 4275

8.4 Our Response

Timeframe	Action
Within 30 days	The Information Officer will respond to the request in writing, either granting or refusing access.
Extension	The 30-day period may be extended by a further 30 days if the request is for a large number of records or requires consultation with third parties.
Notice	The requester will be notified in writing of any extension and the reasons therefore.

8.5 Grounds for Refusal

Access to records may be refused on the following grounds:

Ground	Description
Protection of Privacy	Unreasonable disclosure of personal information of a third party.
Commercial Confidentiality	Disclosure of confidential commercial information.
Legal Privilege	Information subject to legal professional privilege.
Security	Information that could compromise the security of the platform.
Third-Party Confidentiality	Information subject to third-party confidentiality obligations.

8.6 Fees

Fee	Description
Request Fee	A request fee may be payable before the request is processed.



Fee	Description
Access Fee	An access fee may be payable for the reproduction and delivery of records.
Prescribed Fees	Fees are prescribed by the PAIA Regulations and are subject to change.

The requester will be informed of any fees payable before the request is processed.

9. INTERNAL APPEAL AND REMEDIES

9.1 Internal Appeal

A requester who is dissatisfied with the outcome of a request may lodge an internal appeal in writing to the Information Officer within 30 days of receiving the decision.

9.2 Complaint to the Information Regulator

If the internal appeal is unsuccessful or if the requester is dissatisfied with the outcome, a formal complaint may be lodged with the Information Regulator.

Information Regulator

Website: www.inforegulator.org.za

Telephone: 0800 017 160 / (+27) 10 023 5200

9.3 Application to Court

A requester may also apply to a court for relief in accordance with the provisions of PAIA.

10. AVAILABILITY OF THE MANUAL

This PAIA Manual is available:



Location	Availability
Website	www.healthcharts.co.za/paia
Physical Address	10 Manning Street, Manaba Beach, Margate, KZN, 4275
Email	admin@healthcharts.co.za
SAHRC	Submitted to the South African Human Rights Commission as required by PAIA.

11. ANNUAL PAIA REPORTING

In terms of Section 32 of PAIA, the Information Officer is required to submit an annual report to the Information Regulator on access-to-information requests received during the reporting period. The reporting window is from 1 April to 30 June each year. Failure to submit can lead to enforcement notices, fines, or other penalties.

12. AMENDMENTS TO THIS MANUAL

This manual may be amended from time to time. The latest version will always be available on the HealthCharts website at www.healthcharts.co.za/paia.

13. CONTACT DETAILS SUMMARY

Role	Contact
Information Officer	Ms. Nicolene Fox nicolene@healthcharts.co.za (+27) 65 104 0279
Deputy Information Officer	Ms. Layla Pickover layla@healthcharts.co.za (+27) 67 834 6739



Role	Contact
General PAIA Queries	admin@healthcharts.co.za
Physical Address	10 Manning Street, Manaba Beach, Margate, KZN, 4275
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