
Ilze Neethling Private Practice
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PAIA and POPI Manual

This manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (PAIA; “the Act”) and to address requirements of the Protection of Personal Information Act, 2013 (“POPI”). The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and/or held by a private person or entity where such information is required to protect rights.

1. Overview

This manual applies to the private psychology practice of Ilze Neethling.

Office address:
2nd Floor
Tambotie Medical Center
Van der Bijl Street
Thabazimbi 0380 Limpopo

Ilze Neethling runs a practice in the field of psychological counseling and psychometry. She is a healthcare professional registered under the Health Professions Act of 1974. She is registered with and subject to the rules and regulation of the Health Professions Council of South Africa (HPCSA).

This manual serves to inform members of the public of the categories of information that is held and which may, subject to the grounds of refusal listed in the Act, be disclosed after evaluation of an access application being made in terms of the Act. This manual will be updated from time to time, as and when required.

2. Information Officer

The Information Officer of this psychology practice is Ilze Neethling, owner and practitioner.

Contact number: 072 148 7048

Email: cybershrinks@gmail.com

3. Availability of the Manual

A copy of this manual is available on request from the Information Officer (see details above). Alternatively:

The South Africa Human Rights Commission:
PAIA Unit (the Research and Documentation Department) Postal address:
Private Bag 2700, Houghton, 2041 Telephone: 011 484 8300
Fax: 011 484 7146
Website: www.sahrc.org.za Email: PAIA@sahrc.org.za

The Information Regulator (South Africa):
SALU Building, 316 Thabo Sehume Street, Pretoria
Ms. Mmamoroke Mphelo
Telephone: 012 406 4818

Fax: 086 500 3351

Email: infoereg@justice.gov.za

4. How to Request Access to Records

Requests for access to records held by Ilze Neethling must be made on the request form that can be accessed from Ilze Neethling, or from: https://www.justice.gov.za/forms/paia/J752_paia_Form%20C.pdf

When a record is requested, the following will apply:

- Fees may be payable as prescribed by law.
- The Request Form must be completed by the Requester. On the Request Form, all details must be completed, including the right the Requester wants to protect by requesting the information and why access to the information is required.
- If the requester is acting on behalf of someone else, the signature of the other person, as the one who has authorised the request, must be provided. In order to verify this, Ilze Neethling may require further proof, such as an identity document, or may contact the person(s) to whom the information belongs to verify that permission has been given for the other person to access the information on his/her/their behalf.
- The Requester must state in which format (inspection of copy, paper copy, electronic copy, transcript, and so on) that he/she/they wants to access the information.
- If the record is part of another record, the Requester will only be able to access the part(s) that pertains to the information he/she/they wants or is entitled to, and not to the rest of the record.

All requests will be evaluated against the provisions of the Act. The Information Officer can refuse access on grounds stipulated in the Act. For example, one cannot access another person's confidential information, or trade or commercial secrets of a business. An answer on a request for information must be provided within 30 days of the request and, if not granted and the Requester is not satisfied, he/she/they can approach the courts within 30 days.

5. Voluntary Disclosure

The following information is made known automatically and persons do not have to fill out a form to request such information:

- Documents and information on website
- Fees
- General practice terms and policies as well as policies pertaining to attendance and payment
- Informed consent forms

6. Categories of Records Held by the Practitioner: Section 51(I)(E)

The practice holds records in the categories listed below. The fact that a record type is listed here does not necessarily mean such records will be disclosed, and all access is subject to the evaluation process outlined herein, which will be exercised in accordance with the requirements of the Act.

➤ *Financial records:*

- Annual financial statements
- Tax returns and records
- Accounting records
- Banking records
- Bank statements
- Electronic banking records
- Rental agreements
- Invoices
- Tax records

➤ *Patient documents and records:*

- Contact details and residential address

- Patient lists
- Health records
- Medical reports if applicable
- Psychometric test results
- Agreements
- Consents
- Needs assessments
- Financial and accounts information
- Medical aid numbers
- Research information
- Evaluation records
- Profiling

It must be noted that, in the health sector, personal and patient information are protected by legislation and ethical rules, and disclosure can only take place, if at all, within those frameworks.

7. Purpose of the Processing of the Abovementioned Records

The purpose of processing the information contained in the records listed above is:

- In relation to the business/internal records: To comply with business and tax legislation.
- In relation to patients: For retention of records as required by law and to provide healthcare services, to access health products (prescriptions and product orders), and for the collection of fees for the services so provided. Where the practice participates in registries or other databases, the specific consents signed by patients to have their information included will disclose the purpose of such databases.
- In relation to the suppliers and service providers: For record retention as legislated and for the execution of the supplier and service level agreements.

8. Records Available in Terms of Other Legislation

Information is available in terms of the following legislation, subject to conditions set by such laws. As legislation changes from time to time, and new laws may stipulate new matters and extend the scope of access by persons specified in such entities, this list should be read as not being a final and complete list.

Health legislation (including all regulations issued in terms of such legislation):

- The National Health Act 61 of 2003
- Medical Schemes Act 121 of 1998
- Medicines and Related Substances Act 101 of 1965
- Children's Act 38 of 2005
- Mental Healthcare Act 17 of 2002
- Choice on Termination of Pregnancy Act 92 of 1996
- Health Professions Act 56 of 1974

9. Categories of Recipients of Personal Information

- Ilze Neethling may, as authorised by the National Health Act, share relevant personal and health information with other service providers who are involved in your care and where such sharing is in your best interest, and to medical schemes, where applicable;
- As well as in case of suicide ideation;
- And if determined or reasonably should have determined "that a patient poses a serious danger of violence to others" she bears a duty to exercise reasonable care to disclose information in order to protect the foreseeable victim of that danger.

10. Planned Trans-Border Flow of Personal Information

Ilze Neethling does not have any planned trans-border flow of personal information. However, she may transfer data trans-border in order to store data with third party cloud storage providers.

11. The Suitability of the Information Security Measures

The practice stores information physically as follows:

- The practice aims to keep physical records to a minimum. The only documents that are kept in either physical or both physical and electronic formats are:
 - The original copies of any consent forms that were submitted as hard copies by the patient or parent(s)/legal guardian(s) of patients,
 - The intake interview form,
 - Any hard copy communication, including statements, received from patients' medical aid service providers via the national postal service.
 - Handwritten notes made during sessions are typically converted into electronic records, which are password protected.
 - Ilze Neethling aims to avoid writing down any identifying information on in-session handwritten notes. After converting the notes to electronic versions, the physical, handwritten notes are destroyed according to industry guidelines or standards (e.g., incinerating or shredding).
 - Physical records are kept in a cupboard in Ilze Neethling's residence office that is locked when not in use.
 - No physical records are kept at the practice premises, due to it being a rural practice with a rented office used 2-3 days per week only, in a Medical Clinic where others occasionally also utilise the office.

The practice stores information electronically as follows:

- Electronic records containing identifying and/or personal patient information are password-protected and stored on a password-protected laptop. The software on the laptop is regularly updated to protect against hacking, unauthorised access, tampering, and the like.
- Electronic records are backed up to an external hard-drive stored in a secure location at the practitioner's private residence.
- The practice's email account is password protected and is accessed through either a laptop or iPad, both of which are either password-protected.
- Ilze Neethling employs up-to-date technology to ensure the confidentiality, integrity, and availability of the personal information under her care. Measures include:
 - Firewalls
 - Virus protection software and update protocols
 - Logical and physical access control
 - Anti Malware and spy protection

Other security measures employed to secure patient information and records:

- Ilze Neethling takes reasonable measures to ensure the security and confidentiality of physical and electronic records, as well as the Laptop used for practice purposes, including:
 - Being aware of who is around her when she accesses or uses patient documents and answers communications from patients,
 - Shielding the electronic copy and/or hard copy of personal records information from the sight of others, or otherwise refrains from accessing records until she can effectively shield patient information from sight,
 - Only accessing electronic records via secure and password-protected WIFI connections, and
 - Locking the device when the laptop and iPad are not in use.

- Any breaches to the integrity or security of patients' confidential information (e.g., damage or theft) will be communicated with the relevant patient(s) as soon as possible.

12. Retention of Patient Records

In accordance with Booklet 9 of the HPCSA, *Guidelines on the Keeping of Patient Records*, patient records are kept for a minimum period of six (6) years as from the date they become dormant, except where:

- "The patient is a minor, in which case records will be kept until the minor's twenty- first birthday, or
- The patient is mentally incompetent, in which case records are kept for the duration of the patient's lifetime." (Section 9.3)

Any other exceptions to the minimum period of 6 years laid out in Booklet 9, Section 9: Duration for the Retention of Health Records, including any future amendments made by the HPCSA to this document, will be adhered to.

13. Destruction of Private and Confidential Records

In relation to destroying patient records, Ilze Neethling makes use of industry guidelines and standards and/or will act according to directions and guidelines provided by the HPCSA.