

PAIA / POPIA Manual

Dr Etienne Maritz's Practice

Prepared in terms of section 51 of the Promotion of Access to Information Act, 2000 (PAIA) and the Protection of Personal Information Act, 2013 (POPIA).

Effective date: 31 July 2026

Last reviewed: 31 July 2026

Website: <https://dretiennemaritz.co.za/>

Important: This manual is prepared for publication on the practice website. The practice should periodically confirm the Information Officer, record-retention policy, third-party service providers and any PAIA/POPIA procedures used by the practice.

1. Introduction

This manual explains how members of the public may request access to records held by Dr Etienne Maritz's practice and how the practice processes personal information.

PAIA gives effect to the constitutional right of access to information. For private bodies, access to a record may be requested where the record is required for the exercise or protection of a right, subject to the requirements and grounds of refusal set out in PAIA.

POPIA regulates the lawful processing of personal information and gives data subjects rights in relation to their personal information.

2. Practice Details

Name of private body: Dr Etienne Maritz's Practice

Responsible person / head of private body: Dr Etienne Maritz

Professional description: Orthopaedic Knee Specialist / Specialist Orthopaedic Surgeon

Professional registration and practice details are available from the practice on request.

Website: <https://dretiennemaritz.co.za/>

Telephone: 012 548 6267/9

WhatsApp: 082 726 8911 (WhatsApp Only)

Administrative enquiries: admin@dremaritz.co.za

Clinical enquiries: clinical@dremaritz.co.za

Practice address:

Montana Hospital

Room 10

c/o Dr Swanepoel and Rooibos Street

Pretoria

Postal address: Please contact the practice if a postal address is required.

3. Information Officer

Information Officer: Dr Etienne Maritz, as head of the private body, unless another Information Officer is formally designated by the practice

Designation: Head of private body

Email: admin@dremaritz.co.za

Telephone: 012 548 6267/9

Deputy Information Officer, if appointed: Not appointed unless formally designated by the practice
Email: admin@dremaritz.co.za
Telephone: 012 548 6267/9

4. Guide on How to Use PAIA

The Information Regulator South Africa makes available guidance on how to use PAIA and how to exercise access-to-information rights.

Information Regulator South Africa

Website: <https://info regulator.org.za/>

General enquiries: enquiries@info regulator.org.za

POPIA complaints: POPIAComplaints@info regulator.org.za

PAIA complaints: PAIAComplaints@info regulator.org.za

5. Records Available Without a PAIA Request

- Information published on the practice website
- General practice contact details
- General educational information about orthopaedic conditions and procedures
- Administrative appointment information
- Public professional information required to be displayed by the practice
- Publicly available regulatory or professional registration information

Access to patient-specific records, clinical records, billing records, employee records, contracts, internal correspondence and other non-public records may require a formal request, proof of identity and proof of authority.

6. Categories of Records Held by the Practice

6.1 Patient and Clinical Records

- Patient intake information
- Appointment records
- Consultation notes
- Medical history
- Clinical examination notes
- Diagnosis and treatment information
- Surgical or procedure-related records
- Consent forms
- Referrals and referral letters
- Prescriptions, where applicable
- Imaging reports and related clinical documents
- Laboratory or test reports, where applicable
- Hospital, anaesthetic, physiotherapy and rehabilitation correspondence
- Medical certificates or reports, where applicable

6.2 Administrative and Billing Records

- Patient account records

- Invoices and statements
- Payment records
- Medical scheme correspondence
- Authorisation records, where applicable
- Practice management records
- Appointment schedules
- Cancellation or non-attendance records
- BRIMAMED account administration correspondence

6.3 Practice Governance and Compliance Records

- Practice policies
- POPIA and PAIA records
- Consent records
- Complaints records
- Incident or breach records
- Regulatory correspondence
- Professional registration records
- Insurance and indemnity records
- Health and safety records, where applicable

6.4 Employee, Contractor and Service Provider Records

- Employment or contractor records
- Contact and identification information
- Payroll and tax records, where applicable
- Agreements and service contracts
- Confidentiality undertakings
- Access-control records
- Training and performance records, where applicable

6.5 Website and Communication Records

- Contact form submissions
- Email correspondence
- WhatsApp or phone enquiry records, where retained
- Website logs, where enabled
- Cookie or analytics records, where enabled
- Security and spam-prevention records
- Social media or online enquiry records, where applicable

7. Records Held in Terms of Other Legislation

The practice may hold records required under applicable South African law, including:

- Health Professions Act, 1974
- Ethical rules and guidance applicable to HPCSA-registered healthcare practitioners
- National Health Act, 2003
- Protection of Personal Information Act, 2013
- Promotion of Access to Information Act, 2000
- Consumer Protection Act, 2008, where applicable
- Basic Conditions of Employment Act, 1997, where applicable
- Labour Relations Act, 1995, where applicable
- Income Tax Act, 1962
- Value-Added Tax Act, 1991, where applicable
- Companies Act, 2008, if applicable to the practice entity
- Occupational Health and Safety Act, 1993, where applicable
- Electronic Communications and Transactions Act, 2002

This list is not exhaustive.

8. How to Request Access to Records

A requester who wants access to a record held by the practice must submit a written PAIA request to the Information Officer.

The request should include:

- Full name and contact details of the requester
- Proof of identity
- If requesting on behalf of another person, proof of authority to act
- A clear description of the record requested
- The right the requester wishes to exercise or protect
- An explanation of why the record is required to exercise or protect that right
- The preferred form of access, for example inspection, copy or electronic copy
- The requester's email address, postal address or other preferred response details

Requests must be sent to:

Information Officer: Dr Etienne Maritz, as head of the private body, unless another Information Officer is formally designated by the practice

Email: admin@dremaritz.co.za

Telephone: 012 548 6267/9

9. Requests on Behalf of Patients

Requests for patient records involve sensitive health information. The practice may require proof of identity, proof of authority to act, consent from the patient or legally authorised person where required, and additional verification before releasing records.

The practice may refuse or limit access where PAIA or another law permits or requires refusal, including where disclosure would unlawfully compromise another person's privacy, health, safety, confidentiality or rights.

10. Fees

PAIA allows certain request fees and access fees to be charged in prescribed circumstances.

The practice may charge fees for searching for and preparing records, photocopying or printing, scanning, electronic copies, postage or delivery, and other prescribed access costs.

Where fees apply, the requester will be informed before access is granted. Access may be withheld until applicable fees are paid.

11. Timeframes

The practice will respond to a PAIA request within the period required by PAIA, unless an extension is permitted by law.

12. Grounds for Refusal of Access

Access to a record may be refused where PAIA permits or requires refusal. Grounds may include:

- Protection of another person's privacy
- Protection of commercial information
- Protection of confidential information supplied by a third party
- Protection of the safety of individuals or property
- Protection of records privileged from production in legal proceedings
- Requests that are manifestly frivolous, vexatious or involve an unreasonable diversion of resources
- Any other lawful ground of refusal under PAIA or another applicable law

13. Remedies if Access Is Refused

If a requester is dissatisfied with the outcome of a PAIA request, the requester may have the right to lodge a complaint with the Information Regulator or approach a court, subject to the requirements of PAIA.

Information Regulator South Africa

Website: <https://infoeregulator.org.za/>

PAIA complaints: PAIAComplaints@infoeregulator.org.za

14. POPIA: Purpose of Processing Personal Information

The practice processes personal information for lawful and reasonable purposes, including:

- Responding to enquiries
- Booking, confirming and managing appointments
- Providing healthcare services
- Creating and maintaining patient records
- Communicating with patients and referring practitioners
- Managing referrals and clinical correspondence
- Obtaining consent for treatment, procedures and information processing
- Billing and account administration
- Medical scheme and authorisation administration
- Managing employees, contractors and service providers
- Complying with clinical, legal, tax, regulatory and professional obligations

- Protecting the rights, safety and wellbeing of patients and others
- Maintaining website functionality, security and spam protection
- Handling complaints, incidents and legal claims

15. Categories of Data Subjects

- Patients
- Prospective patients and enquirers
- Referring healthcare practitioners
- Treating healthcare practitioners
- Employees and job applicants
- Contractors and service providers
- Hospital, medical scheme and administrator contacts
- Website users
- Regulators, professional bodies and legal representatives

16. Categories of Personal Information Processed

- Names and surnames
- Identity or passport numbers, where required
- Date of birth and age
- Contact details
- Residential, postal or billing addresses
- Medical history and health information
- Clinical notes, diagnoses and treatment information
- Consent records
- Referral information
- Imaging, laboratory or other clinical reports, where applicable
- Medical scheme and billing information
- Payment records
- Employment and contractor information
- Website and communication records
- Any other information reasonably required for healthcare, administration, compliance, safety or legal purposes

17. Special Personal Information

The practice processes health information, which is special personal information under POPIA. The practice processes such information only where it is necessary and lawful, including for healthcare services, appointment administration, consent management, billing, referral, record keeping, legal compliance, professional obligations, protection of vital interests, or another lawful basis.

Access to special personal information is restricted to authorised persons who require access for a legitimate purpose.

18. Recipients of Personal Information

Where lawful and necessary, personal information may be shared with treating or referring healthcare practitioners, hospitals, anaesthetists, physiotherapists, radiology providers, medical schemes and administrators, billing and accounting service providers, practice management system providers, IT/email/website hosting/security providers, payment providers where applicable, legal advisers, auditors, insurers, professional indemnity providers, regulatory authorities, professional bodies, law enforcement where required, and emergency services where necessary to protect health or safety.

19. Cross-Border Transfers

The practice may transfer or store personal information outside South Africa only where lawful and where appropriate safeguards are in place. This may occur if the practice uses cloud-based email, hosting, analytics, backup, practice management, billing or communication service providers with systems located outside South Africa.

Known cross-border processors: To be confirmed periodically by the practice.

20. Security Measures

The practice takes reasonable technical and organisational measures to protect personal information. These may include confidentiality obligations, access controls, password protection, secure record storage, secure disposal of records, antivirus and security tools, website spam and security protection, limited access to patient records, staff awareness, service provider confidentiality and security requirements, and backup and recovery procedures where applicable.

No system can be guaranteed to be completely secure. Security measures are reviewed and improved where appropriate.

21. Data Subject Rights

Subject to POPIA and other applicable law, a data subject may request confirmation that the practice holds personal information about them, access to their personal information, correction of inaccurate or outdated information, deletion or destruction where legally permitted, objection to certain processing, restriction of processing where applicable, and information about third parties who have had access to their personal information where legally required.

Requests must be submitted to the Information Officer. The practice may need to verify identity and authority before responding.

22. Direct Marketing

The practice does not use patient health information for unsolicited direct marketing.

Current direct marketing tools: None, unless the practice later implements a lawful newsletter or educational update system.

23. Record Retention

The practice retains records for as long as required or permitted by clinical, legal, regulatory, tax, professional and operational requirements.

Practice retention policy: Records are retained for periods required or permitted by applicable healthcare, professional, legal, tax and operational obligations.

Records that are no longer required should be securely deleted, destroyed or anonymised where appropriate and lawful.

24. Availability of This Manual

This manual is available on the practice website, on request from the Information Officer, and at the practice where reasonably practical.

The practice may update this manual from time to time. The latest version should be published on the website.

25. Contact for PAIA and POPIA Requests

Information Officer: Dr Etienne Maritz, as head of the private body, unless another Information Officer is formally designated by the practice

Email: admin@dremaritz.co.za

Telephone: 012 548 6267/9

Practice address:

Montana Hospital

Room 10

c/o Dr Swanepoel and Rooibos Street

Pretoria

26. Publication and Approval

Approved by: Dr Etienne Maritz or authorised practice representative

Capacity: Head of private body / authorised practice representative

Date approved: 31 July 2026

Signature: _____

Next review date: 31 July 2027