

**MANUAL PREPARED IN TERMS OF  
SECTION 51 OF  
THE PROMOTION OF ACCESS  
TO INFORMATION ACT, NO 2 OF 2000 (“the Act”)**

of

**MEDIS (PROPRIETARY) LIMITED  
REGISTRATION NO: 1993/05312/07**

## 1. INFORMATION MANUAL

This manual has been compiled in accordance with the requirements of section 51 of the Promotion of Access to Information Act. A copy of this manual is available on our website – [www.medismedical.com](http://www.medismedical.com) or can be viewed by appointment at our registered head office. A copy of this manual is available upon request made to the Chief Information Officer and payment of an administrative fee of R250-00.

## 2. COMPANY INFORMATION

|                            |   |  |
|----------------------------|---|--|
| Company Name               | : | Medis (Pty) Limited  |
| Main Business              | : | Medis (Pty) Limited is a private company whose principal business is the marketing and wholesale distribution of medical products. |
| Registration Number        | : | 1993/005312/07   |
| Registered Address         | : | No. 7 SVS Business Centre,<br>Brackenfell.   |
| Postal Address             | : | PO Box 1515, Sanlamhof, 7532   |
| Telephone number           | : | 021 982 8211   |
| Chief Executive Officer    | : | Debbie Nortier   |
| Chief Information Officer: | : | Willem Abraham De Klerk  |

Email address of  
Information Officer : info@medismedical.com

Website : www.lymphafrika.net

### **3. SECTION 10: GUIDE ON HOW TO USE THE ACT**

In terms of section 10 of the Act, a guide on how to use the Act is available from the South African Human Rights Commission or the Information Regulator once established.

Enquiries can be directed to:

The South African Human Rights Commission: PAIA Unit

Private Bag 2700

Houghton 2041

Tel: +27-11-484-8300

Fax: +27-11-484-0582

Website: <http://www.sahrc.org.za>

Email: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

### **4. CATEGORIES OF RECORDS WHICH ARE AVAILABLE WITHOUT HAVING TO REQUEST ACCESS**

No records are freely available without a request for access as contemplated in terms of Section 53(2) of the Act.

### **5. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION**

Records being held in accordance with the following legislation are available (note: this list is not exhaustive):

- Basic Conditions of Employment Act 75 of 1997

- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Insolvency Act 25 of 1936
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993
- Short-Term Insurance Act, 53 of 1998
- Skills Development Act 97 of 1998
- Unemployment Insurance Act 30 of 1966
- Value-Added Tax Act 89 of 1991
- Protection of Personal Information Act 4 of 2013
- National Health Act 61 of 2003 and regulations thereto

## **6. MANNER OF ACCESS AND REQUEST**

Requesters are to complete the prescribed form as contained in Regulation 10 to the Act and send it to the Chief Information Officer listed above. Payment of the prescribed fee in the amount of R250.00 is required before the request is processed where applicable. Upon granting the request, an access fee as prescribed must be paid.

The requester will, subject to the provisions of the Act, be notified within 30 days of receipt of the request whether the request is granted. Refusal of the request may be made upon grounds stipulated in the Act.

It is important to detail in a request for information the relevant section of the Act relied on and the capacity in which the requester is applying for such information and in respect of which person. Requests may be refused upon grounds as stipulated in other relevant legislation.

A requester may lodge a complaint with the Information Regulator against the payment of the prescribed fee, the form of access granted as well as the refusal of the request within 30 days after such notice is given.

## **7. SUBJECTS AND CATEGORIES OF RECORDS HELD**

Financial records

Statutory company information

Personnel information

Legal proceedings

Commercial contracts

Insurance contracts

Claims documentation

Audited/Un-audited financial statements

Company web page

Personal information

Special Personal Information

Training records

## **8. AVAILABILITY OF MANUAL**

This manual is available from the South African Human Rights Commission or the Information Regulator. The manual is also available for inspection at the address stipulated in paragraph 1 above free of charge. Copies of the manual may be obtained from the Chief Information officer subject to payment of the prescribed fee.

## **9. LIST OF RELATED ENTITIES**

The Company includes a training division known as ICTALC which provides training in compression therapy and associated limb conditions.

## **10. PROTECTION OF PERSONAL INFORMATION ACT 2013**

**10.1** The purpose of processing personal information by the Company is to supply its customers and distributors with products predominantly for use in the medical sector. The Company also processes the information of parties from whom it purchases products. The Company holds and processes personal information in respect of its employees, contractors and other service providers.

**10.2** Data subjects are employees, contractors, distributors, customers and service providers. The Company holds personal information and special personal information on these data subjects.

**10.3** The Company's Internet security measures include but are not limited to:

10.3.1 using a system of firewalls to protect computers against direct attacks;

10.3.2 all internet traffic is scanned for malware, viruses, unproductive, offensive and dangerous material;

10.3.3 all email is scanned and protected using various filters to exclude spam;

10.3.4 our internet security measures and policies complies with generally accepted global IT and information security guidelines;

10.3.5 information on servers is backed up at a secondary secure location.