



Novellá Wellness
PR 1076132

NOVEL WELLNESS SOLUTIONS INCORPORATED
K2025/713178/21

PAIA MANUAL

**Prepared in terms of section 51 of the
Promotion of Access to Information Act
2 of 2000 (as amended)**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

- | | |
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| 1.1. “CEO” | Chief Executive Officer |
| 1.2. “DG” | Director General; |
| 1.3. “IO“ | Information Officer; |
| 1.4. “Minister” | Minister of Justice and Correctional Services; |
| 1.5. “PAIA” | Promotion of Access to Information Act No. 2 of 2000 (as Amended); |
| 1.6. “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.7. “Regulator” | Information Regulator; and |
| 1.8. “Republic” | Republic of South Africa |

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2. have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3. know the description of the records of the body which are available in accordance with any other legislation;
- 2.4. access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

- 2.6. know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
 - 2.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
 - 2.8. know the recipients or categories of recipients to whom the personal information may be supplied;
 - 2.9. know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
 - 2.10. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.
- 3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE NOVEL WELLNESS SOLUTIONS INC.**

3.1. Chief Information Officer

Name: Fanelesibonge Praiseworthy Zondo
Tel: +27 82 405 0800
Email: philapraises@gmail.com
Fax number: N/A

3.2. Access to information general contacts

Email: *hello@novellawellness.co.za*

3.3. National or Head Office

Postal Address: 44 ST Forth, 221 Avondale Road, Essenwood, Durban
4001

Physical Address: Malvern Cnr. Ethebert &, Conabor Rd, Malvern,
Queensburgh, 4055

Telephone: +27 82 405 0800

Email: admin@novellawellness.co.za

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

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1. the Information Officer of every public body, and

4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;

4.3.3. the manner and form of a request for-

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

- 4.3.3.1. access to a record of a public body contemplated in section 11³; and
- 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 4.3.6.1. an internal appeal;
 - 4.3.6.2. a complaint to the Regulator; and
 - 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.
- 4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5. The Guide can also be obtained-
 - 4.5.1. upon request to the Information Officer;
 - 4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

5. CATEGORIES OF RECORDS OF THE NOVEL WELLNESS SOLUTIONS INC. WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website (Y/N)	Available upon request (Y/N)
Practice Information	Practice name, contact details, physical address, operating hours	Y	Y

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-
 (a) any matter which is required or permitted by this Act to be prescribed;
 (b) any matter relating to the fees contemplated in sections 22 and 54;
 (c) any notice required by this Act;
 (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
 (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

Category of records	Types of the Record	Available on Website (Y/N)	Available upon request (Y/N)
Services offered	Description of services provided by the practice	Y	Y
Marketing and promotional material	Brochures, flyers, social media content	N	Y
Fees and billing information	General fee information	Y	Y
Policies and procedures	Complaints procedure, practice policies made available to the public	N	Y
Registration and statutory information	Company registration details, professional registration (e.g. HPCSA)	N	Y
Publicly available notices	Notices displayed at the practice or published online	N	Y

6. DESCRIPTION OF THE RECORDS OF NOVEL WELLNESS SOLUTIONS INC. WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
Certificate of Incorporation	Companies Act 71 of 2008
Statutory company records	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
POPIA compliance records	Protection of Personal Information Act 4 of 2013
Client / patient records	National Health Act 61 of 2003
Consent records	National Health Act 61 of 2003
Financial and accounting records	Income Tax Act 58 of 1962
Professional registration records	Health Professions Act 56 of 1974

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE NOVEL WELLNESS SOLUTIONS INC.

Subjects on which the body holds records	Categories of records
Practice administration	Practice policies and procedures, operational records
Client / patient records	Client information, consultation notes, treatment records, consent forms.
Financial records	Invoices, receipts, accounting records, tax-related documents
Legal and compliance records	PAIA Manual, POPIA documentation, consent records, statutory compliance documents
Marketing and communications	Website content, marketing material, communications with the public
Information technology	Electronic systems records, data storage and backup records
Human resources (where applicable)	Policies and procedures relating to employees (applicable only if staff are appointed in future)

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Personal information is processed to enable the provision of healthcare services, including assessment, diagnosis, treatment, and continuity of care. This information is also used for billing and communication with medical aid schemes and other authorised parties, to meet legal, regulatory, and professional record-keeping requirements, and to support internal administrative functions such as scheduling, record management, and practice operations.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	Name, surname, contact details (phone/email), address, ID/passport number, medical history relevant to service, appointment details, payment details (bank/insurance info)
Service Providers / Contractors	Name, surname, contact details, professional registration numbers (where applicable), company registration/VAT details, banking information for payment purposes
Employees (if appointed)	Name, contact details, qualifications, gender, race (for HR compliance), banking details for payroll purposes

8.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
ID numbers and names (for verification, background checks if required)	South African Police Service (if required for vetting contractors)
Qualifications (for verification)	South African Qualifications Authority (if required for staff or contractors)
Credit/payment information	Banks, credit bureaus (if necessary for client billing or financing arrangements)
Client medical information	Regulatory bodies (HPCSA or relevant professional council) only when legally required; other healthcare professionals with consent (e.g., referrals)
Payment/banking details	Banks or accounting professionals for financial management purposes

8.4 Planned transborder flows of personal information

The organisation has planned transborder flows of personal information. Certain personal information is stored and processed using Google Workspace, a secure, paid, cloud-based platform. Due to the nature of cloud computing services, personal information may be stored on or accessed from servers

located outside the Republic of South Africa, in jurisdictions where Google operates data centres.

The categories of personal information that may be subject to such transborder processing include client personal information (including health-related information), contact details, administrative and appointment records, billing and medical aid information, and business and operational correspondence. Access to this information is restricted to authorised personnel through secure, private cloud environments.

Appropriate technical, organisational, and contractual safeguards are implemented to ensure that personal information processed outside South Africa is adequately protected against unauthorised access, loss, misuse, or disclosure. The organisation ensures that any transborder flow of personal information is conducted in a manner consistent with the requirements of the Protection of Personal Information Act, 2013, and that a level of protection substantially similar to that provided under South African law is maintained.

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

The organisation implements appropriate technical and organisational security measures to safeguard personal information under its control and to ensure its confidentiality, integrity, and availability. These measures are designed to prevent unauthorised access, loss, damage, alteration, or disclosure of personal information.

Technical safeguards include the use of secure, password-protected systems, encryption of personal information where appropriate, access controls based on user roles, and the use of reputable, secure cloud-based platforms that implement industry-recognised security standards. Devices used to access personal information are protected through up-to-date anti-virus and anti-malware software, firewalls, and regular system updates.

Organisational measures include limiting access to personal information to authorised personnel only, ensuring that staff are aware of their confidentiality obligations, and maintaining secure procedures for the handling, storage, sharing, and disposal of personal information. Physical security measures are applied where applicable to protect records and devices from unauthorised access.

The organisation regularly reviews and updates its security practices to respond to operational, technological, and regulatory developments and to ensure ongoing compliance with the Protection of Personal Information Act, 2013.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on <https://novellawellness.co.za/>;

9.1.2 head office of Novel Wellness Solutions Inc. for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

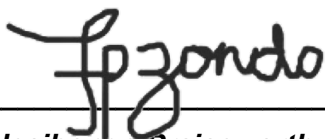
9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The head of Novel Wellness Solutions Inc. will on a regular basis update this manual.

Issued by



Mr Fanelesibonge Praiseworthy Zondo

Director & Information Officer at Novel Wellness Solutions Inc.