

MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

Effective date: 5 September 2023

Last reviewed: 9 July 2026

1. Introduction

This Manual has been prepared by The Medical Supply Pty Ltd, also referred to as “Medsupply”, in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000, as amended (PAIA).

PAIA gives effect to the constitutional right of access to information held by another person or private body where that information is required for the exercise or protection of a right.

This Manual explains the records held by Medsupply, records that may be available without a formal request, how to request access, the categories of personal information processed by Medsupply and how to contact the responsible persons.

2. Company details

Registered name: The Medical Supply Pty Ltd, also referred to as “Medsupply”

Registration number: 2016/079731/07

Business description: Supplier and distributor of medical consumables, medical and surgical equipment, diagnostic products, dental products, physiotherapy and orthopaedic products, temperature-controlled products and other related products.

Physical address: Building B, 9 Armitage Road, Bird Sanctuary, Pietermaritzburg

Telephone: +27 33 141 0044

Email: sales@medsupply.africa

Website: www.medsupply.africa

3. Responsible contacts

Requests relating to access to information or the protection of personal information may be directed to:

Mpho Phakathi, Fractional Operations Manager

Email: support@medsupply.africa

4. Guide on how to use PAIA

The Information Regulator has published a guide explaining how to use PAIA and how to request access to records.

The guide and current prescribed PAIA forms are available from the Information Regulator at www.inforegulator.org.za.

Information Regulator contact details: 010 023 5200; toll-free 0800 017 160; enquiries@inforegulator.org.za.

5. Records available without a formal request

Depending on their nature and whether disclosure is lawful, the following may be available without a formal PAIA request:

- information published on Medsupply's website;
- company contact information;
- general product and service information;
- public company profiles and brochures;
- Medsupply's Privacy Policy;
- this PAIA Manual;
- published Terms and Conditions; and
- public notices and communications.

6. Categories of records held by Medsupply

6.1 Company and statutory records

- company registration and incorporation records
- director and statutory records
- resolutions, minutes and governance records
- licences, permits and registrations
- company policies and procedures
- contracts and corporate records

6.2 Financial and tax records

- annual financial statements and management accounts
- accounting records, invoices and credit notes
- banking and payment records
- tax, VAT and supporting records
- asset registers, audit and insurance records

6.3 Customer and reseller records

- customer and reseller details
- account applications, Quotations and Orders
- invoices, statements, payments and refunds
- correspondence, delivery instructions, complaints and returns
- records submitted through online forms or digital workflows

6.4 Supplier and manufacturer records

- supplier and manufacturer details
- supply agreements, Quotations, price lists and purchase Orders
- invoices, payments, delivery and logistics records
- regulatory, compliance, performance and correspondence records

6.5 Product and operational records

- product descriptions and specifications
- stock, inventory and procurement records
- batch, serial and traceability records where applicable
- warehousing, collection, delivery, returns and recall records
- quality, incident and compliance records

6.6 Logistics and delivery records

- collection and delivery instructions
- delivery addresses and recipient contact details
- courier, transport and proof-of-delivery records
- storage, handling and temperature-control records where applicable
- incident and exception reports

6.7 Legal and contractual records

- customer, supplier and service-provider agreements
- confidentiality agreements, leases and insurance policies
- legal opinions, disputes, claims and litigation records regulatory correspondence

6.8 Human-resources records

- employee, contractor and recruitment records

- employment contracts, payroll and leave records
- performance, disciplinary and training records
- health and safety, tax and statutory employment records

6.9 Information technology and digital records

- website, hosting and electronic communication records
- digital workflow and user-access records
- system logs, cybersecurity and incident records
- software, service-provider, backup and recovery records
- data-protection records

6.10 Marketing and communications records

- marketing materials and customer communications
- mailing lists, campaign records, consent and opt-out records
- website and social-media content
- presentations and publications

7. Records held under other legislation

Medsupply may retain records in accordance with legislation including, where relevant:

- Companies Act 71 of 2008
- Income Tax Act 58 of 1962
- Value-Added Tax Act 89 of 1991
- Tax Administration Act 28 of 2011
- Consumer Protection Act 68 of 2008
- Basic Conditions of Employment Act 75 of 1997
- Labour Relations Act 66 of 1995
- Employment Equity Act 55 of 1998
- Occupational Health and Safety Act 85 of 1993
- Unemployment Insurance Act 63 of 2001
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Electronic Communications and Transactions Act 25 of 2002
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000
- other legislation applicable to Medsupply's products, activities and contractual obligations
- The inclusion of legislation does not imply that every Act applies to every record or activity.

8. Processing of personal information

Medsupply processes personal information in accordance with POPIA and its Privacy Policy.

8.1 Categories of people

- customers and prospective customers
- resellers and distributors
- suppliers and manufacturers
- service providers and contractors
- delivery recipients and contact persons
- business representatives
- employees and applicants
- directors and shareholders
- website users
- professional advisers
- regulators and government representatives

8.2 Categories of personal information

- names and surnames
- identity and registration numbers
- telephone numbers and email addresses
- physical, postal and delivery addresses
- business and employment details
- banking, billing and payment details
- tax and regulatory information
- transaction and Order information
- correspondence
- website and technical information
- records submitted through digital workflows

8.3 Purposes of processing

- identification and verification
- responding to enquiries and preparing Quotations
- processing and fulfilling Orders
- managing payments, refunds, collections, storage and delivery
- maintaining customer and supplier relationships
- managing traceability, returns and recalls
- complying with legal and regulatory duties
- administering contracts and maintaining audit records
- preventing fraud and unlawful conduct
- managing employees and contractors
- operating websites and digital workflows
- protecting Medsupply's rights and systems

8.4 Recipients

- suppliers and manufacturers
- customers, resellers and authorised representatives
- transport, courier, warehousing and logistics providers
- banks and payment providers
- accountants, auditors, insurers and legal advisers

- technology, hosting, communications and cloud providers
- regulators, government bodies, law-enforcement agencies and courts
- other parties where disclosure is authorised or required by law

9. Procedure for requesting access

A requester must complete the current prescribed Form 2: Request for Access to Record and submit it to one of Medsupply's responsible contacts.

The request must provide sufficient information to identify the requester and record, specify the form of access required, identify the right to be exercised or protected, and explain why the record is required for that purpose.

Where a request is made on behalf of another person, proof of authority or capacity must be supplied.

Medsupply may request further information where reasonably necessary to identify the record or assess the request.

A PAIA request must relate to an existing recorded record. It does not require Medsupply to answer general questions or create a new record.

10. Decision on a request

Medsupply will consider the request in accordance with PAIA and notify the requester of its decision within the legally prescribed period, subject to any lawful extension.

If access is granted, the notice will state the form of access, any applicable fee and any further steps required.

If access is refused, Medsupply will provide reasons to the extent required by PAIA.

11. Grounds for refusing access

Access may be refused where permitted or required by PAIA, including where disclosure would:

- unreasonably disclose another person's personal information;
- breach a duty of confidence;
- reveal confidential commercial information;
- harm Medsupply's or another party's commercial or financial interests;
- endanger a person's safety or prejudice security measures;
- infringe legal privilege or prejudice legal proceedings;
- disclose protected research or technical information; or
- be prohibited by another law.

12. Fees

Request and access fees will be determined in accordance with the prescribed PAIA fee structure in force at the time of the request.

Medsupply will notify the requester where a fee or deposit is payable before processing or providing access.

A person requesting access to their own personal information may be treated differently from another requester in accordance with PAIA and the applicable regulations.

13. Remedies and complaints

A private company generally does not provide an internal appeal process under PAIA.

Where a requester is dissatisfied with Medsupply's decision, or Medsupply does not respond within the required period, the requester may lodge a complaint with the Information Regulator or seek relief from a competent court.

14. Availability and review of this Manual

This Manual will be available on Medsupply's website, at its principal place of business for inspection during reasonable business hours, and electronically on request.

Medsupply may review and update this Manual when legislation, regulatory guidance, business operations, record categories, contact information, processing activities or digital systems change.