

Natalie Sadie

Practice Nr: 9990860030951862

Manual in terms of section 51 of the
Promotion of
Access to Information Act, 2 of 2000

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Contents Page

PROMOTION OF ACCESS TO INFORMATION ACT, 2 OF 2000 (THE ACT)

SECTION 51 MANUAL OF NATALIE SADIE

(PRACTICE NR: 9990860030951862)

1. Contact particulars
2. Introduction
3. Guide in terms of section 10 of The Act
4. Facilitation of a request for access to information
5. Information available in terms of other applicable legislation
6. Information automatically available
7. Information available in terms of the act - On Request
8. General
9. Requesting Procedures
10. Prescribed Fees
11. Protection of Personal Information Processed
12. Availability of the manual

PROMOTION OF ACCESS TO INFORMATION ACT, 2 OF 2000 (THE ACT)

SECTION 51 MANUAL OF NATALIE SADIE
(PRACTICE NR: 9990860030951862)

1. CONTACT PARTICULARS

Head of business:	Natalie Sadie
Information officer:	Natalie Sadie
Postal Address:	4 Herold Street, Stellenbosch, 7600
Physical Address:	4 Herold Street, Stellenbosch, 7600
Telephone Number:	0795268743
E-mail Address:	Natalie.edpsych@gmail.com
Website:	www.nataliesadie.com

2. INTRODUCTION

Natalie Sadie is an Educational Psychologist that provides services such as psycho-educational assessments, career facilitation and development, therapeutic consultation and interventions and psycho-educational workshops.

3. GUIDE IN TERMS OF SECTION 10 OF THE ACT

3.1 The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

3.2 Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in section 53 and 54 of the Act.

4. FACILITATION OF A REQUEST FOR ACCESS TO INFORMATION

Information which is not readily available as indicated in this manual, may be requested in accordance with the procedure prescribed in terms of The Act. Copies of the prescribed forms to be completed for submitting a request, are available from Natalie Sadie, www. Natalie Sadie.com

5. INFORMATION AVAILABLE IN TERMS OF OTHER APPLICABLE LEGISLATION

- Basic Conditions of Employment Act 75 of 1997
- Children's Act 38 of 2005
- Mental Health Act 17 of 2002
- Debt Collectors Act 114 of 1998
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000
- Value Added Tax Act 89 of 1991
- South African Revenue Services Act 34 of 1997

6. INFORMATION AUTOMATICALLY AVAILABLE

N/A

7. INFORMATION AVAILABLE IN TERMS OF THE ACT - ON REQUEST

Accounting Records

- Cash receipts and cash disbursements journals

Information Technology

- Internet
- Software packages

Legal, Agreements and Contracts

- Agreements with customers

8. GENERAL

N/A

9. REQUESTING PROCEDURES

A person who wants access to the records must complete the necessary request forms that is available at the offices of Natalie Sadie, or can be accessed on www.justice.gov.za/inforeg. The completed request form must be sent to the address or fax number provided in this manual and marked for the attention of the Information Officer.

Please provide sufficient details to enable the company to identify:

- a) The record(s) requested
- b) The requester (and if an agent is lodging the request, proof of capacity)
- c) The form of access required
- d) The postal address or fax number of the requester in the Republic
- e) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof
- f) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

10. PRESCRIBED FEES

- A requestor is required to pay the prescribed fees before a request will be processed;
- If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit
- Records may be withheld until the fees have been paid.

11. PROTECTION OF PERSONAL INFORMATION PROCESSED

Natalie Sadie is committed to protecting the privacy of personal information of our data subjects. The information you share with us as a data subject allows us to provide you with the best experience with our products and services, or as a stakeholder.

Natalie Sadie has dedicated policies and procedures in place to protect all personal information collected and processed by us. Please read below for more information on how we collect, process, use and disclose personal information.

11.1 The purpose of processing of personal information

We process personal information for various reasons, including but not limited to the following:

- To manage information, products and/or services requested by data subjects
- To help us identify data subjects when they contact us
- Manage customers
- Employment purposes
- Financial and tax purposes
- Legal or contractual purposes
- To help us recover debts

11.2 Data subject categories and personal information processed

Customers	Name and Surname Language ID number Date of birth Gender Academic Information Telephone number E-mail address Physical address Employment Information Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature, or further correspondence that would reveal the contents of the original correspondence
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11.3 Security measures implemented to protect personal information

We have identified our security risks over the personal information we process in line with the Protection of Personal Information Act, and we have implemented various security measures to ensure reasonable protection against the risk of loss, misuse, unauthorised access and disclosure, alteration and destruction of the personal information.

We also take steps to ensure that operators that process personal information on behalf of company name apply adequate safeguards as outlined above.

11.4 Trans-border flows of personal information

We may transfer to, and store personal information we collect about you, in countries other than South Africa, if the relevant business transactions or situation requires trans-border processing. These countries may not have the same data protection laws as South Africa, and in this instance, we will only transfer the information if we have consent from you, or it is necessary for the performance or conclusion of a contract between us.

11.5 Personal information received from third parties

When we receive personal information from a third party on behalf of a data subject, we require confirmation that they have written consent from the data subject that they are aware of the contents of this PAIA manual and the Privacy Policy, and do not have any objection to our processing their information in accordance with this policy.

Where information on third parties is provided by a data subject, or a third party provides information on a data subject, that information may be taken into account with other personal information.

11.7 Data Breaches

Where there are reasonable grounds to believe that the personal information of a data subject has been accessed or acquired by any unauthorised person, Natalie Sadie shall notify:

- a) the Regulator; and
- b) the data subject, unless the identity of such data subject cannot be established.

The notification will be made as soon as reasonably possible after the discovery of the compromise, taking into account the legitimate needs of law enforcement or any measures reasonably necessary to determine the scope of the compromise and to restore the integrity of the responsible party's information system.

12. AVAILABILITY OF THE MANUAL

Copies of the manual are available for inspection, free of charge, at the offices of Natalie Sadie or on the company website on www.nataliesadie.com

Information Officer Signature: _____

Signed on: _____

Initial: _____