NURSETEC SA PAIA MANUAL

REVISION 3

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APPROVAL

Company	Name	Policy Revision	Date	Signature
Nursetec	**NCD Van Huyssteen**	**3**	**22 November 2021**	

CONFIGURATION OF DOCUMENT

Revision nr:	Date:	Selection/Page adjusted:	Revised/Adjusted by:	Developed by
1	**03 June 2019**	**N/A**		**A Janse van Vuuren**
2	**14 May 2021**	**5, 9**	**A Janse van Vuuren**	
3	**11 November 2021**	**Manual in Total**	**A Janse van Vuuren**	

NURSETEC SA (PTY) LTD

Registration Number: L280790298

(Private Body)

MANUAL

in terms of

Section 51

Of

The Promotion of Access to Information Act 2/2000

(the "ACT")

1. INTRODUCTION

The Promotion of Access to Information Act came into operation on 9 March 2001, in support of Section 32 of the Constitution, stating that, everyone has the right to access any information held by another person that is required for the exercise or the protection of any rights.

Nursetec SA, founded in 2015, is a profound role player in the Medical Field. The Company is a Temporary Employment Service Provider and specialise in the placement, of Nursing and Non-Nursing personnel, of high quality, at its Clients nationwide. Nursetec SA strives to deliver an excellent service to its Clients – both the Hospital(s) and placed Assignees.

2. PURPOSE

- To check the categories of records held by a body which are available without a person having to submit a formal PAIA request
- 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
- know the description of the records of the body which are available in accordance with any other legislation
- 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
- Know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it
- 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
- Know the description of the categories of data subjects and of the information or categories of information relating thereto
- Know the recipients or categories of recipients to whom the personal information may be supplied
- 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
- 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. SCOPE

All people in South Africa, including non-nationals, can request information

4. LIST OF ACRONYMS AND ABBREVIATIONS

4.1 PAIA
Promotion of Access to information Act

4.2 TES
Temporary Employment Service Provider

4.3 CEO
Chief Executive Officer

4.4 DIO
Deputy Information Officer;

4.5 IO
Information Officer

4.6 Minister
Minister of Justice and Correctional Services;

4.7 POPIA
Protection of Personal Information Act No.4 of 2013;

4.8 Regulator
Information Regulator

4.10 Republic
Republic of South Africa

5. CONTACT DETAILS

Information Officer:

NCD van Huyssteen

Physical address	346 Boeing Street, Erasmuskloof, Pretoria, 0181
Postal address	PO Box 65298, Erasmusrand, Pretoria, 0165
Telephone number	012 347 5421
E-mail	nico@nursetecsa.co.za

Deputy Information Officer(s):

5.1 CC Calone

Physical address	48 St James Road, Southerwood, East London, 5213
Postal address	PO Box 65298, Erasmusrand, Pretoria, 0165
Telephone number	082 728 6868
E-mail	bookingsel@nursetecsa.co.za

5.2 AM Masubelele

Physical address	Netcare Pholoso Hospital, 1st Floor, HR Department, Cnr Grobler Str & Eland Ave, Savannah, Polokwane, 0699
Postal address	PO Box 65298, Erasmusrand, Pretoria, 0165
Telephone number	0826142066
E-mail	andrew@nursetecsa.co.za

5.3 B Stafford

Physical address	130 Monument Road, Kempton Park, 1619
Postal address	PO Box 65298, Erasmusrand, Pretoria, 0165
Telephone number	011 393 3534
E-mail	belinda@nursetecsa.co.za

5.4 LP Goliath

Physical address	132 Cape Road, Mill Park, Port Elizabeth, 3001
Postal address	PO Box 65298, Erasmusrand, Pretoria, 0165
Telephone number	041 585 1057
E-mail	lucelle@nursetecsa.co.za

5.5 L Hewitt

Physical address	1st Floor, Mediclinic Medforum, Curator Building
	421 Pretorius Street, Sunnyside, PTA, 0001
Postal address	PO Box 65298, Erasmusrand, Pretoria, 0165
Telephone number	012 322 4640
E-mail	liezl@nursetecsa.co.za

5.6 CL Klaase

Physical address	176 Beyers Naude drive, Office No.6, Ramunel Lodge
	Waterkloof Centre, Rustenburg, 0299
Postal address	PO Box 65298, Erasmusrand, Pretoria, 0165
Telephone number	014 594 5014
E-mail	bookingsrtb@nursetecsa.co.za

5.7 M Fourie

Physical address	346 Boeing Street, Erasmuskloof, Pretoria, 0181
Postal address	PO Box 65298, Erasmusrand, Pretoria, 0165
Telephone number	012 347 5421
E-mail	marelize@nursetecsa.co.za

5.8 MT Groom

Physical address	Park Lane Office Park, Block B, 3rd Floor, Lobby 2,
	c/o Alexandra & Park Road, Pinelands, 7405
Postal address	PO Box 65298, Erasmusrand, Pretoria, 0165
Telephone number	021 510 3204

| E-mail | mary@nursetecsa.co.za |

5.9 S Sajiwan

Physical address	Suite 8, Prische House, 14 Church Road, Westville, 3629
Postal address	PO Box 65298, Erasmusrand, Pretoria, 0165
Telephone number	031 266 0874
E-mail	sheralym@nursetecsa.co.za

5.10 C Jenkins

Physical address	OR Tambo Road & Beatty Avenue, Witbank, Emalahleni, 1035
Postal address	PO Box 65298, Erasmusrand, Pretoria, 0165
Telephone number	031 266 0874
E-mail	bookingsem@nursetecsa.co.za

6. THE ACT AND SECTION 10 GUIDE

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.

The Guide can be obtained:

- upon request to the Information Officer;
- from the website of the Regulator (https://www.justice.gov.za/inforeg/).
- On the Company website (www.nursetecsa.co.za)
- A copy of the Guide is also available at the Company Regional Office for Inspection during office hours

7. RECORDS AVAILBLE WHICH THE COMPANY HOLDS

Category of records	Available on Website	Available upon request
Company Policies and Procedures	X	X
Individual Payroll data		X
Selective Company Governing documentation/ compliance certificates		X
Company Profile		X

8. RECORDS HELD IN ACCORDANCE TO OTHER LEGISLATION

Basic Conditions of Employment Act No.75 of 1997
Closed Corporations Act No.69 of 1984
Close Corporations amendments Act 25 of 2005
Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
Consumer Protection Act 68 of 2008
Employment Equity Act 55 of 1998
Income Tax Act No. 58 of 1962
Labour Relations Act No. 66 of 1995
Occupational Health & Safety Act No. 85 of 1993
Regional Services Councils Act No. 109 of 1985
Occupational Health and Safety Amendment Act, No. 181 of 1993
Skills Development Levies Act No. 9 of 1999
Skills Development Act No. 97 of 1998
Unemployment Contributions Act No. 4 of 2002
Unemployment Insurance Act No. 63 of 2001
Value added tax Act No. 89 of 1991
Nursing Act 33 of 2005
National Health Act of 2003
Medicines and Medical Devices Regulatory Authority Act no 132 van 1998
Child Care Act No 74 of 1983
Older Persons Act No 13 of 2006
Protection Of Personal Information Act, 2013 Act No. 4 of 2013

9. OTHER DOCUMENTS HELD BY THE COMPAMY

*Human Resource	*Information Technology	*Finance	*Administrative	*Strategic and Statutory Documents, Plans and Proposals
- Personnel Records - IR Records - COIDA Reporting records - EE Compliance and Reporting documentation - Skills development Act Compliance and Reporting Documentation - Recruitment, Selection and Appointment Information - Record of Unemployment Insurance Claims and pay-outs - Standard Operating Procedures - Employee Management and Performance Records - Conciliation, Mediation and Arbitration Records - Departmental Inspection Records	- All programming, and IT administration, data - Record on Company Assets	- Permanent Personnel Payroll Records - Regional Payments made by the Company - Records on Payments made to the Company - VAT201/EMP201/EMP501 Returns - Supplier Agreements - All Financial/ Accounting Reports - Financial Audit Records	- Assignee Payroll Data - Assignee Personnel Records - Invoices issued to Company Clients - Client Rates	- Company Annual Plan - Service Level Agreements - Company CIPC - Compliancy certificates – as legislative requirement and through membership - Company Indemnity - General Audit Records

Schedule of records are non-exhaustive

10. COLLECTION OF PERSONAL INFORMATION

Nursetec will not utilise any information that is collected for a purpose other than the reason it was collected for.

The reason(s) why Nursetec will collect, process and share data subject information, can include, though is not limited to, seeking placement opportunities for the applicant, representation of either the Company or the Employee, or when legally required to do so, under more.

10.1 Information on data subjects which will be processed:

Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, employment relation and bank details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	name, address, Permit/Passport/Visa or identity numbers, employment status, information declared on the EEA1, Information Completed on Employment Applications (subject to change by the data subject), criminal check status, vaccination status, bank details, and details of the Employee's next of Kin

10.2 Recipients with whom personal information will be shared:

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
Information relating to Employment, for Employment History verification	Previous Employer(s)
name, address, Permit/Passport/Visa or identity	Prospective and Existing Company Clients

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
numbers, employment status, information declared on the EEA1, Information declared on Employment Application (subject to amendment by data subject), criminal check status, vaccination status, bank details, and details of the Employee's next of Kin, in seeking placement opportunities, or for Employee representation	
name, address, Permit/Passport/Visa or identity numbers, employment status, information declared on the EEA1, Information declared on Employment application (subject to amendment by data subject), criminal check status, vaccination status, bank details, and details of the Employee's next of Kin, for Company representation, or Compliance	Company Service Provider(s)

11. SECURITY MEASURES TO BE IMPLEMENTED BY THE RESPONSIBLE PARTY, TO ENSURE CONFIDENTIALITY, INTERGRITY AND AVAILABILITY OF INFORMATION

- Electronic data gets backed up, and stored off-site, where the Service Provider has key safeguards in place – which include malware, anti-virus software, firewall, and data recovery programs, under more
- Assignee payroll system, which contains personal information, has different access levels, based on job description, allowing the Employee access only to information, which they require to perform occupational duties

- Furthermore, Assignee Payroll system has authentic usernames and passwords, to not only manage Employee level of access, but also allows the program to identify the user activity, at any given time
- Other Company records gets stored on a Cloud Server, categorised per Company department, which has restricted access, through Employee username and password
- In the event that, there is a need for hardcopies to be retained, they are safeguarded ergonomically, through locked cabinets or secure storage spaces
- Company network gets protected by anti-virus and malware program(s)
- Standard operating procedure, in terms of the sharing of personal information, on Company operated Media, Platforms, or the Company Website, in an unsecure environment/space, will not be processed
- In order to ensure authenticity, all requests, to bring about changes to personal information, must be done in writing (on the identified Company created form) and relevant supporting evidence and a copy of the data subjects' ID must accompany the request
- No changes will be made to the personal information of a data subject, if authenticity cannot be verified

12. AVAILABILITY OF THE MANUAL
A copy of the Manual is available;
- On the Company Website (www.nursetecsa.co.za)
- Regional Offices for Inspection, of which addresses are relayed above, during normal business hours
- To any person upon request and upon the payment of a reasonable prescribed fee; and
- To the Information Regulator upon request.

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.