



PAIA Manual

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1. INTRODUCTION TO THE SOUTH AFRICAN SPEECH LANGUAGE AND HEARING ASSOCIATION

The South African Speech-Language and Hearing Association (SASLHA) is a voluntary membership association and a registered non-profit organisation. It is the acknowledged voice of speech-language therapists and audiologists in South Africa. SASLHA promotes these professions to the public and the best interests of its members in all spheres of professional activity.

2. CONTACT DETAILS

Executive Officer: Ms. A. Jack
Physical Address: 12 Ridge Road, La Lucia, Durban, 4051
Postal Address: PO Box 1690, Umhlanga Rocks, 4320
Telephone Number: 0861 113297
Email address: admin@saslha.co.za
Website address: <https://saslha.co.za>

3. INFORMATION OFFICER

Name: Ms. A. Jack
Contact number: 0861 113297
Email address: admin@saslha.co.za

4. GUIDE OF THE INFORMATION REGULATOR

The Information Regulator compiled a Guide, in terms of Section 10 of the Promotion of Access to Information Act 2 of 2000 ("PAIA"), to assist persons wishing to exercise their rights in terms of this Act. This Guide contains, amongst others, the following information:

- The purpose of PAIA;
- The manner, form and costs of a request for access to information held by a body;
- Legal remedies when access to information is denied;
- Assistance that the Information Regulator can provide;
- Mechanisms to obtain the contact details of Information Officers; and
- Relevant legislation.

The Guide is available in all the official languages on the website (<https://www.justice.gov.za/infoereg/>) of the Information Regulator or can be obtained from the Information Regulator at:

Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Postal address: PO Box 31533, Braamfontein, Johannesburg, 2017

E-mail address: enquiries@infoeregulator.org.za

The Guide can also be obtained upon request from the Information Officer of the association. A copy of the Guide is available for public inspection during normal office hours at the office of SASLHA.

5. RECORDS HELD BY SASLHA

SASLHA holds the following categories of records:

5.1 Association records:

Constitution and By-laws; governance documents; documents related to the nomination and appointment of members of the council and committees of and applications for positions at SASLHA (officers) and other related documents.

5.2 Membership records:

Applications and supporting documentation.

5.3 Accreditation records:

Application forms and supporting documentation; decisions; accreditation numbers and relevant activity records.

5.4 Bursary records:

Application forms and supporting documentation; decisions and related records.

5.5 Event records:

Event records such as attendance lists and agreements.

5.6 Employment records:

Recruitment records; employment contracts; conditions of employment and work place

policies; skills development plans and training records; salary register; relevant tax records; leave records; and related documentation.

5.7 Health and safety records:

Evacuation plan; health and safety incident reports.

5.8 Financial records:

Financial statements; accountants' reports; accounting records; bank statements; invoices, statements and receipts; VAT records; tax returns and related documentation.

5.9 Records related to assets:

Asset register; sale and purchase agreements; and related records.

5.10 Agreements:

Agreements and related documentation with contractors, consultants, suppliers, vendors and other relevant persons and entities.

5.11 Public and private body (e.g., regulators and sponsors) records:

Records, include business engagements, official documents published and correspondence.

5.12 Legal records:

Records related to legal advice and proceedings.

5.13 Insurance records:

Policies and related records; claims and payment records.

6. INFORMATION AVAILABLE IN TERMS OF LEGISLATION

SASLHA holds records as may be required in terms of the legislation listed below subject to the specific protection offered by these laws.

Applicable Legislation	Category of Records
Basic Conditions of Employment Act 75 of 1997 and Labour Relations Act 66 of 1995	Employment contracts and related documentation
Disaster Management Act 57 of 2002	COVID-19 screening records
Electronic Communications and Transactions Act 25 of 2002	Proof of electronic transactions
Health Professions Act 56 of 1974	Proof of registration (practitioners)
Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011	Employees' tax-related information and payments made to directors, vendors, service providers and suppliers
Occupational Health and Safety Act 85 of 1993 and Compensation for Occupational Injuries and Diseases Act 130 of 1993	Health and safety incidents; ergonomics records; claims and records related to treatment of occupational diseases and injuries
Promotion of Access to Information Act 2 of 2000	PAIA Manual and PAIA Guide
Protection of Personal Information Act 4 of 2013	PAIA Manual and policies related to the protection of personal information, including a record-keeping policy
Skills Development Levies Act 9 of 1999 and Skills Development Act 97 of 1998	Records related to payment of levies and skills development reports
Unemployment Contributions Act 4 of 2002 and Unemployment Insurance Act 63 of 2001	Records related to payment of UIF contributions and relevant employee records
Value Added Tax Act 89 of 1991	VAT records

7. RECORDS AUTOMATICALLY AVAILABLE

The information on the website of SASLHA, which includes the names and contact details of professionals, is automatically available without having to request access by completing Form 2. Access and usage of the information on the website are subject to the Website Terms and Conditions as well as the Privacy Policy of SASLHA.

8. PURPOSE OF PROCESSING PERSONAL INFORMATION

SASLHA processes personal information of data subjects for the following purposes:

- to achieve its objectives, such as promoting and developing the professions it represents, representing its members and facilitating learning activities;
- to manage the association;
- to enrol members, administer membership, collect membership fees and provide membership services;
- for governance purposes;
- for accreditation of continuing professional development (CPD) activities;
- for assessing bursary applications and allocating bursaries;
- for communication purposes;
- to engage with regulators and relevant public and private bodies on behalf of members;
- for marketing purposes (subject to consent);
- to obtain sponsorship;
- to procurement;
- for historical, statistical and research purposes; and
- any other lawful purpose related to SASLHA's business.

9. DATA SUBJECTS, THEIR PERSONAL INFORMATION AND POTENTIAL RECIPIENTS OF INFORMATION

SASLHA holds the personal information in respect of the categories of data subjects specified below as may be relevant in the circumstances. The potential recipients of this information are also specified. Information and records are only disclosed to recipients as may be necessary in the circumstances and authorised in terms of the law or otherwise with the consent of the relevant data subject.

9.1 Members and Non-Members

Categories of personal information:

Full names and surnames, titles, identity numbers, age, (telephone numbers and email addresses), addresses (physical, postal and practice) nationality, languages spoken, equity, gender, disability status, qualifications, registered professions, employment categories, employment status, employers / practice names, fields of work, HPCSA numbers, special

interests, education / experience, year of study (students); records of CPD activities and participation in surveys, membership fees and payment-related information, VAT numbers, IP and website addresses; consent and withdrawal of consent, as may be applicable, ethical complaints and correspondence.

Potential Recipients:

Relevant officers and employees; relevant committee members; other members; relevant public and private bodies; relevant SASLHA suppliers and service providers; conference organisers; banks; members of the public; legal and professional advisers; debt collectors / attorneys; insurers; accountants and law enforcement structures.

9.2 Officers (including Nominators, Nominees and Applicants for SASLHA Positions)

Categories of personal information:

Full names and surnames; titles; contact details; addresses; identity numbers; gender; nationality; qualifications; photos; remuneration; bank details; tax numbers; signatures of official signatories and proof of residence; positions at SASLHA; records of attendance and participation in meetings and SASLHA business-related matters / events and correspondence.

Potential Recipients:

Relevant officers and employees; members; relevant public and private bodies; relevant SASLHA suppliers and service providers; banks; members of the public; legal and professional advisers; insurers; accountants and law enforcement structures.

9.3 Employees and Job Applicants

Categories of personal information:

Full names and surnames; titles; contact details; addresses; identity numbers; race; gender; nationalities; qualifications; registered professions; employment-related information; positions and job descriptions; photos; relevant health and disability information; references; other information included in curriculum vitae ("CVs"); health and safety-related incidents; records created in the performance of their duties; leave records; remuneration; employment benefits; absenteeism information; bank details; tax numbers and related tax information; next-of-kin details and correspondence.

Potential Recipients:

Relevant officers and employees; members; relevant public and private bodies; relevant SASLHA suppliers and service providers; banks; members of the public; references; legal and professional advisers; debt collectors / attorneys; insurers; accountants; next-of-kin and law enforcement structures.

9.4 Bursary applicants**Categories of personal information:**

Full names and surnames, titles, identity numbers, dates of birth, age, contact details, addresses (physical, postal and residential during studies), nationality, gender, race, marital status, number of dependants as well as other information submitted on the application form and contained in supporting documents; school-related information (such as school where matriculated, year matriculated, matric certificate and academic record); tertiary education; university at which enrolled, student number, year of registration and study, academic record and financing details; testimonials; video clips; parents' and other family members' information (see below) and correspondence.

Potential Recipients:

Relevant officers and employees; universities; accountants; legal and professional advisers; law enforcement structures; and relevant SASLHA suppliers and service providers.

9.5 Parents, Family Members and Financial Support Providers of Applicants, Providers of Testimonials**Categories of personal information:**

Full names and surnames, identity / passport numbers, contact details, physical addresses; occupations, employers' names and types, sources of income and gross monthly income, signatures on documents; bank statements; details of other persons supported by applicants' financial support providers; testimonials supplied for bursary applicants; affidavits of unemployed parents / guardians, death certificates of parents and financial statements of self-employed parents, as may be applicable, and details of other family members as required on application forms (such as names, surnames, relationship, current activities).

Potential Recipients:

Relevant officers and employees; universities; accountants; legal and professional advisers; law enforcement structures and relevant SASLHA suppliers and service providers.

9.6 Universities of Bursary Applicants

Categories of personal information:

University name, bank details, contact details of persons at relevant departments and testimonials for bursary applicants.

Potential Recipients:

Relevant officers and employees; universities; accountants; legal and professional advisers; law enforcement structures and relevant SASLHA suppliers and service providers.

9.7 Participants at Events

Categories of personal information:

Practice names and contact details; names and surnames, titles and contact details of attendees; invoices and payment information; CVs, agreements, invoices and bank details of presenters; CPD certificates and correspondence.

Potential Recipients:

Conference organisers, other participants and officers, employees and contractors who assist SASLHA to provide the services and who perform functions related to its business on a need-to-know basis, subject to confidentiality undertakings, where applicable.

9.8 Applicants for Accreditation

Categories of personal information:

Organisation or individual names, registration details, postal addresses and contact details; full names and surnames, titles and contact details of contact persons; names of account holders, addresses and VAT numbers; activity information such as title, name, qualifications and CV of presenter / author / facilitator, presentation and article; attendee records, including full names and surnames, identity numbers; HPCSA numbers; invoice and payment-related information and correspondence.

Potential Recipients:

Officers, employees, contractors and service providers who assist SASLHA to provide the services and who perform functions related to its business on a need-to-know basis; members; banks; accountants; legal and professional advisers; law enforcement structures and the HPCSA.

9.9 Suppliers, Service Providers, Vendors and Other Persons or Public and Private Bodies (e.g., Sponsors)

Categories of personal information:

Organisation's name and contact details; names and surnames, titles, contact details, positions of relevant persons (e.g., account managers) or officers at the applicable entities; CVs (if submitted); agreements and related information; invoices and payment-related information; official documentation, such as newsletters and brochures; entities at which bursary applicants applied for bursaries; COVID-19 screening information of visitors to SASLHA; IP addresses and consent of users who provide personal information on the website and correspondence.

Potential Recipients:

Officers, employees, contractors and service providers who assist SASLHA to provide the services and who perform functions related to its business on a need-to-know basis; members; banks; accountants; legal and professional advisers; and law enforcement structures.

10. PERSONAL INFORMATION SENT ACROSS THE BORDERS OF THE RSA

SASLHA's membership management system, YourMembership, (provided by Amazon Web Services) stores membership information on servers hosted in the United States of America. SASLHA is not planning to send any personal information about any data subject to any other third party in a foreign country. Should this be required, relevant data subject consent will be obtained, if required, and transfers of such information will occur in accordance with the requirements of the law.

The practice stores electronic information, including personal information of data subjects, in the 'cloud,' which may be based outside of South Africa. Due care is taken in the selection of

appropriate 'cloud' service providers to ensure compliance with the law and to protect the privacy of data subjects. The practice is not planning to send any personal information about any data subject to any other third party in a foreign country (other than potentially storing the information in a 'cloud'). Should this be required, relevant data subject consent will be obtained, if required, unless the information may be lawfully transferred across the borders; and transfers of such information will occur in accordance with the requirements of the law.

11. SECURITY MEASURES TO PROTECT PERSONAL INFORMATION

SASLHA is committed to ensuring the security of personal information in its possession and under its control in order to protect it from unauthorised processing and access as well as loss, damage or unauthorised destruction. SASLHA has implemented and continually review and update its information protection measures to ensure the security, integrity and confidentiality of the information in accordance with industry best practices. These measures include the securing of hard copy records; access control to electronic records; multiple layers of security mechanisms in respect of electronic records and off-site data back-ups. The security mechanisms applied to its membership system, YourMembership, can be viewed at <https://www.yourmembership.com/company/technology/>. In addition, only those officers, employees and service providers or suppliers that require access to personal information to discharge their functions and to render services to SASLHA are granted access to such information and only if they have concluded agreements with SASLHA or provided undertakings regarding the implementation of appropriate security measures, maintaining confidentiality and processing the information only for the agreed purposes. SASLHA will inform data subjects and the Information Regulator, if any person has unlawfully obtained access to this information, subject to the provisions of the law.

12. PROCEDURE TO OBTAIN ACCESS TO RECORDS OR INFORMATION

The fact that information and records are held by SASLHA as listed in this Manual should not be construed as conferring upon any requester any right to that information or record. PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any right. If a public body lodges a request, the public body must be acting in the public interest. Access to records and information (other than that listed on SASLHA's website) is not automatic. Any person, who would like to request access to any of the above records or information, is required to complete a request form (Form 2), which is available from the Information Officer of SASLHA or the Information Regulator at the contact details

stipulated above.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester must identify the right he/she is seeking to exercise or protect and explain why the record requested is required for the exercise or protection of that right. If a request is made on behalf of another person, the requester must submit proof of the capacity in which the request is made to the satisfaction of the Information Officer. Access to the requested records or information or parts of the records or information may be refused in terms of the law. Requesters will be advised of the outcome of their requests.

13. FEES PAYABLE TO OBTAIN THE REQUESTED RECORDS OR INFORMATION

Fees may be charged for requesting and accessing information and records held by SASLHA. These fees are prescribed in terms of PAIA. Details of the fees payable may be obtained from the Information Officer. The fees are also available from the Information Regulator.

14. AVAILABILITY OF THIS MANUAL

A copy of this Manual is available for inspection, free of charge, at SASLHA's offices and on its website. A copy of the Manual may also be requested from the Information Officer against payment of a fee as may be applicable.