



1st Floor, Rosebank Terrace South Office Park
23 Sturdee Avenue, Rosebank
Johannesburg, South Africa
2196

Sancreed (Pty) Ltd
Registration Number: 2012/097434/07
www.sancreed.co.za

SECTION 51 MANUAL FOR SANCREED (PTY) LIMITED

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1. INTRODUCTION TO SANCREED (PTY) LTD

Sancreed (Pty) Ltd (trading as Guidepost) is at the forefront of the technologies, services and business models that will make precision healthcare possible for South Africa. We're on a journey to bring the recent incredible advances in science to consumers and healthcare professionals in a way that's tailored to South Africa's needs and the unique characteristics of South Africa's people.

Through its product "Guidepost", Sancreed helps patients with chronic conditions to live healthier lives using advanced self-monitoring and training delivered via telephonic coaching and a cross-platform mobile app.

Guidepost enables efficient, high-impact chronic disease care through:

- Creating innovative business models that enable a whole-patient, outcomes focused healthcare approach
- Building supporting processes and technology that reduce the cost and complexity of managing chronic disease for patients and caregivers
- Supporting these initiatives with rigorous analytics to monitor results and continuously improve outcomes

The Guidepost Platform is a proven set of tools and processes for chronic disease management through:

- Technology-driven patient-level health metrics collection (e.g. blood glucose, weight)
- Personalised, automated patient feedback and education for patient empowerment
- In-person and telephonic coaching, advice and follow up
- Care coordination and care protocol execution
- Patient portfolio management and reporting tools for caregivers and doctors

2. INTRODUCTION TO THE MANUAL

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("the Act"). The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and / or protection of any right.

The reference to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information,

other than in terms of the Act. A copy of this Manual is available on our website www.sancreed.co.za, or by sending a request for a copy to the Information Officer of Sancreed by e-mail.

3. INFORMATION REQUIRED UNDER SECTION 51(1) (A) OF THE ACT

The Chief Executive Officer has duly authorized the Information Officer to deal with all matters in connection with requests for information in terms of the Promotion of Access to Information Act, 2 of 2000:

Details of Information Officer of Sancreed (Pty) Ltd for the purposes of PAIA:

Information Required	Data
Name	Tracy Hesslewood
Postal Address	116 Oxford Road, Melrose Estate, Johannesburg, Gauteng, 2196
Street Address	116 Oxford Road, Melrose Estate, Johannesburg, Gauteng, 2196
Telephone Number	+27 87 943 2640
Email Address	admin@sancreed.co.za attention the Information Officer

4. DESCRIPTION OF GUIDE REFERRED TO IN SECTION 10: SECTION 51(1)(B)

A Guide has been compiled in terms of Section 10 of PAIA by the Human Rights Commission. It contains information required by a person wishing to exercise any right, contemplated by PAIA. It is available in all of the official languages.

The Guide is available for inspection, inter alia, at the office of the offices of the Human Rights Commission at 29 Princess of Wales Terrace, cnr York and St. Andrews Street, Parktown and on its website at www.sahrc.org.za.

5. THE LATEST NOTICE IN TERMS OF SECTION 52(2) (IF ANY):

At this stage no notice(s) has/have been published on the categories of records that are automatically available without a person having to request access in terms of PAIA.

6. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION: SECTION 51(1)(D)

Records available in terms of other legislation are as follows:

- Labour Relations Act 66 of 1995
- Employment Equity Act 55 of 1998
- Basic Conditions of Employment Act 75 of 1997
- Compensation for Occupational Injuries and Disease Act 130 of 1993
- Companies Act 61 of 1973
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991
- Income Tax Act 58 of 1962
- Protection of Personal Information Act 4 of 2013
- Skills Development Act 9 of 1999

7. SUBJECTS AND CATEGORIES OF RECORDS HELD BY SANCREED (PTY) LTD: SECTION 51(1)(E)

7.1. COMPANIES ACT RECORDS

- Documents of incorporation
- Memorandum and Articles of Association
- Minutes of Board of Directors meetings
- Records relating to the appointment of directors/ auditor/ secretary/ public officer and other officers
- Share Register and other statutory registers

7.2. FINANCIAL RECORDS

- Annual Financial Statements
- Tax Returns
- Accounting Records

- Banking Records
- Bank Statements
- Electronic banking records
- Asset Register
- Rental Agreements
- Invoices

7.3. INCOME TAX RECORDS

- PAYE Records
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees

All other statutory compliances:

- VAT
- Regional Services Levies
- Skills Development Levies
- UIF
- Workmen's Compensation

7.4. PERSONNEL DOCUMENTS AND RECORDS

1. Employment contracts
2. Employment Equity Plan (if applicable)
3. Disciplinary records
4. Salary records
5. SETA records
6. Disciplinary code
7. Leave records
8. Training records
9. Training Manuals

7.5. OPERATIONAL RECORDS

1. Client proposals
2. Work Instructions
3. Marketing materials
4. Commercial contracts

7.6. PATIENT CARE RECORDS

1. Telephone recordings of patient coaching sessions and other patient contacts
2. Patient demographic information
3. Patient health records including but not limited to diagnoses, measurements and medications
4. Provider demographic information

8. DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS – SECTION 51(E)

- The requester must complete Form C and submit this form together with a request fee of R50, to the head of the contact person indicated above.
- The form must be submitted to the contact person at his address, fax number, or electronic mail address.
- The form must:
 - provide sufficient particulars to enable Sancreed to identify the record/s requested and to identify the requester,
 - indicate which form of access is required,
 - specify a postal address or fax number of the requester in the Republic,
 - identify the right that the requester is seeking to exercise or protect,
 - provide an explanation of why the requested record is required for the exercise or protection of that right

If in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner:

- to state that manner and the necessary particulars to be informed in the other manner,

if the request is made on behalf of another person:

- submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Information Officer of Sancreed

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, 2000

(Act No. 2 of 2000)

[Regulation 10]

A. PARTICULARS OF SANCREED

Information Required	Data
Postal Address	116 Oxford Road, Melrose Estate, Johannesburg, Gauteng, 2196
Street Address	116 Oxford Road, Melrose Estate, Johannesburg, Gauteng, 2196
Telephone Number	+27 87 943 2640
Email Address	admin@sancreed.co.za

B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____ Telephone number: _____

E-mail address: _____

Capacity in which request is made, when made on behalf of another person:

C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname: _____

Identity number: _____

D. PARTICULARS OF RECORD

(a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.

(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.

The requester must sign all the additional folios.

1 Description of record or relevant part of the record: _____

2 Reference number, if available: _____

3 Any further particulars of record: _____

E. APPLICABLE FEES

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

F. FORM OF ACCESS TO RECORD

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability	Form in which record is required:				
Mark the appropriate box with an X. NOTES: (a) Compliance with your request in the specified form may depend on the form in which the record is available. (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form. (c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.					
1. If the record is in written or printed form:					
	copy of				inspection of record
2. If record consists of visual images: (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)					
	view the images		copy of the images*		transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:					
	listen to the soundtrack (audio file in mp3 format)				transcription of soundtrack* (written or printed document)
4. If record is held on computer or in an electronic or machine-readable form:					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form*(compact disc)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.				Yes	No

G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. NOTICE OF DECISIONS REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this _____ day of _____ 20____

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE