



GLANZ OPTOMETRIST

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

Manual to access information in terms of section 51 of the Promotion of Access to Information Act

1. Introduction

This private practice is the practice of Karen Eppenberger (née Glanz). The practice is managed according to the standards set by the Health Professionals Act of 1974, and the practitioners are subject to the authority of the Health Professionals Council of (HPCSA). My business is to practice optometry within the scope and ambit of our competence and training, as defined from time to time. We are bound by a number of ethical rules issued by the HPCSA, most notably the obligation to preserve patient confidentiality, unless legislation or a court order compels us to breach this duty. Requesters should note that commercial information and financial information may be withheld on the grounds of sections 63-70 of the PAIA.

2. Practice Details

Practice Name: Glanz Optometrist

Registration Number: N/A

Practice Number: 0015954

Registered Address: Shop 2, 34 Oxford Street, Durbanville

Postal Address: Shop 2, 34 Oxford Street, Durbanville, 7550

Telephone Number: 021-9760445

Fax Number: N/A

Practice Owner/Head: Ms Karen Glanz

3. Designated Information Officer

Name: Ms Karen Glanz

Contact details: 021-9760445

0726981202

4. Human Rights Commission Guide

Section 10 of the Act requires the South African Human Rights Commission (SAHRC) to publish a Guide containing information reasonably required by a person wishing to exercise or protect any right in terms of this Act. The SAHRC Guide will contain the following information:

- The objects of the Act;
- Particulars of the information officer of every public body;
- Particulars of every private body as are practicable;
- The manner and form of a request for access to information held by a body;
- Assistance available from both the information officers and the Human Rights Commission in terms of this Act;
- All remedies in law regarding acts, omissions, rights and duties, including how to lodge an internal appeal and a court application;
- Schedules of fees to be paid in relation to requests for access to information;
- Regulations made in terms of the Act.

Enquiries regarding the Guide can be addressed to the SAHRC, the contact details, as follows:

South African Human Rights Commission
Promotion of Access to Information Act Unit
Private Bag 2700, Houghton 2041
Telephone: (011) 484-8300
Fax: (011) 484-0582
Website: www.sahrc.org.za
E-mail: PAIA@sahrc.org.za

5. Information Available from this Practice in Terms of the Act

Categories of information:

5.1. Information on Practice Modality

I practise in a sole practice (sole proprietor) and hold no official constituting documentation.

5.2. Information Relating to Professional Persons Working in the Practice

Certificates and cards proving professional registration at the HPCSA and other relevant Boards and Councils; Proof of payment of annual and registration fees; *certificate of good standing; *permit for procurement and storage of pharmaceutical substances.

5.3. Financial Information

Annual Financial Statements including: Annual accounts; Books of Account; Accounting records; Books of Account including journals and ledgers; Bank statements; Stock sheets; Orders, Invoices, Statements; Claims to medical schemes; Copies of all Income Tax Returns and other tax returns and documents relating to Income Tax and VAT.

5.4. Patient Records

Records are held on all patients. Records are kept for at least 6 years, or as legally determined from time to time.

Children's records are kept until the age of 21. These records constitute personal confidential information that is protected from unauthorised third-party access.

5.5. Employment Records

Employees' names and occupations; Time worked by each employee; Remuneration paid to each employee; Attendance register; Salary and wages register; Disciplinary proceedings (if any), Arbitration awards and CCMA cases (if any); Skills Development Plan and training records; IRP5's and Tax information pertaining to the employment of employees; Employment contracts; Performance management records; Conditions of Employment and Policies (including but not limited to leave policies, telephone policy, etc.); Locum agreements and locum records (if any).

5.6. Occupational Health and Safety

Evacuation plan; Information related to Health and Safety Committee/Officer.

5.7. Property (Fixed and Moveable)

Leases; Building plans; Asset register; Finance and Lease Agreements; Medicines held in terms of the Medicines Control Act.

5.8. Intellectual Property

Consulting agreements, Use Agreements.

5.9. Agreement and Contracts

Agreements with utility companies/close corporation(s), Software house / data warehouse / IT agreements; Agreements concerning provision of services or materials; Agreements with contractors and suppliers; Purchase or lease agreements; Sale of practice agreement and documentation relating to goodwill.

5.10. Legal

Complaints, pleadings, briefs, and other documents pertaining to any actual, pending, or threatened litigation, arbitration, or investigation; Settlement agreements (if any).

5.11. Insurance

Insurance policies; Professional Indemnity; Claim records (if any); Details of insurance coverages, limits, and insurers.

5.12. Information available in terms of other legislation

My practice holds certain extracts of information of the following statutes:

- Basic Conditions of Employment Act No. 75 of 1997
- Employment Equity Act No. 55 of 1998
- Health Professions Act No. 56 of 1974
- Labour Relations Act No. 66 of 1995
- Unemployment Insurance Act No. 63 of 200

6. Information automatically available

The following categories of records are automatically available for inspection from our information officer, whose contact details appear in section A of this manual:

- Newsletters
- Blogs
- Pamphlets / Brochures

7. Procedure for requesting access to the above information

If you wish to request access to any of the above categories of information, you are required to complete a request form available from: our information officer (see above); the SAHRC website (www.sahrc.org.za) or the Department of Justice and Constitutional Development website (www.doj.gov.za). There is a prescribed fee (payable in advance) for requesting and accessing information in terms of the Act. Details of these fees are contained in the request form. You may also be called upon to pay the additional fees prescribed by regulation for searching for and compiling the information which you have requested, including copying charges. Access to information is not automatic – you must identify the right you are seeking to exercise or protect and explain why the record you request is required for this right. You will be notified whether your request has been approved. The fact that information is held by us and being listed in this manual should not be construed as conferring upon any requester a right to that information.

Prepared by: Glanz Optometrist

Information Officer: Karen Eppenberger

Date: 15/10/2025