

KAREN NEL CONSULTING

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

1 INTRODUCTION

This policy has been compiled as required in the Protection of Personal Information Act 4 of 2013 for **Karen Nel Consulting (KNC)**.

The principal concern of **KNC** is to provide bespoke management consultancy services and turnaround solutions to the leadership teams of hospitals and healthcare providers in Africa.

2 ACRONYMS AND ABBREVIATIONS

CEO: Chief Executive Officer

IO: Information Officer

Minister: Minister of Justice and Correctional Services

PAIA: Promotion of Access to Information Act No. 2 of 2000 (as Amended)

POPIA: Protection of Personal Information Act No.4 of 2013

Regulator: Information Regulator

Republic: Republic of South Africa

3 PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 3.1. check the categories of records held by a body that is available without a person having to submit a formal PAIA request;
- 3.2. have a sufficient understanding of how to request access to a record of the body, by describing the subjects on which the body holds records and the categories of records held on each subject;
- 3.3. know the description of the body's records which are available per any other legislation.
- 3.4. 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;
- 3.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.6. know if the body will process personal information, the purpose of the processing of personal information and the description of the categories of data subjects and the information or categories of information relating to it;

- 3.7. know the description of the categories of data subjects and the information or categories of information relating thereto;
- 3.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9. 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
- 3.10. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4 KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF KNC

CEO and Information Officer: Dr Karen Nel

Karen Nel Consulting

P O Box 4257

Randburg

2125

Cell: 083 600 9725

Karen@karennel.co.za

5 GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE 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 from the KNC Information Officer and the regulator website <https://www.justice.gov.za/inforeg/>.

6 CATEGORIES OF RECORDS AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The only information about the company available is on the website www.karennel.co.za, as well as on proposals and brochures sent to clients. These records will, however, not contain any personal information.

7 DESCRIPTION OF OTHER LEGISLATION APPLICABLE TO KNC

Information is available in terms of certain provisions of the following legislation:

- 7.1. BBBEE Act 53 OF 2003.
- 7.2. Companies Act 61 OF 1973.
- 7.3. Companies Act 71 OF 2008.
- 7.4. Electronic Communications and Transactions Act 25 OF 2002.
- 7.5. Employment Equity Act 55 OF 1998.
- 7.6. Income Tax Act 58 OF 1962.
- 7.7. Labour Relations Act 66 OF 1995.
- 7.8. Protection of Personal Information Act 4 of 2013.

7.9. Promotion of Access to Personal Information Act 2 OF 2000.

8 DESCRIPTION OF THE OTHER RECORDS KNC HOLDS

Type of records	Categories of records
Accounting Records	<ul style="list-style-type: none"> - Annual financial statements - Bank statements - Customer and supplier statements and invoices
Intellectual property	<ul style="list-style-type: none"> - Copyrights
Legal, Agreements and Contracts	<ul style="list-style-type: none"> - Contracts, including business agreements
Tax	<ul style="list-style-type: none"> - Income tax returns - Provisional tax returns - Tax assessments
Client records	<ul style="list-style-type: none"> - Minutes of meetings - General client information - Proposal, business plans and other business-related documents
Supplier and Service Provider Records	<ul style="list-style-type: none"> - Contracts - Confidentiality agreements and non-disclosure agreements - Delivery Records - Technical records

9 PROCESSING OF PERSONAL INFORMATION

Personal information is processed during client engagements, e.g. coaching or training, as well as during general business consulting activities. KNC has no employees.

The following categories of personal information are stored:

Categories of Data Subjects	Personal Information that may be processed
Service Providers	Names, registration numbers, VAT numbers, addresses, trade secrets and bank details

No company personal information will be provided to third parties without the client's consent.

10 GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES TO ENSURE THE CONFIDENTIALITY, INTEGRITY, AND AVAILABILITY OF THE INFORMATION.

- **KNC** uses its reasonable endeavours to ensure that personal information is not disclosed to any person unnecessarily or irresponsibly.
- Information may be stored electronically and/or in hard copy form. All electronically stored files are stored in the cloud in a secure location, password-protected on several levels, and regular data backups are performed.
- **KNC** requires its associates to observe confidentiality obligations while associating with **KNC**.
- Policies and procedures are also in place to cover the following:
 - Physical Security;
 - Computer and network security;
 - Access to personal information;
 - Secure communications;
 - Security in contracting out activities or functions;
 - Retention and disposal of information;
 - Acceptable usage of personal information;
 - Monitoring access and usage of personal information; and
 - Investigating and reacting to security incidents.

11 AVAILABILITY OF THE MANUAL

A copy of the Manual is available-

- on www.Karennel.co.za;
- Can be requested from the company for public inspection during normal business hours;

A fee for a copy of the Manual, as contemplated in Annexure B of the Regulations, shall be paid for each A4-size photocopy.

12 UPDATING THE MANUAL

This manual will be updated regularly. Last updated: October 2023.