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# PAIA MANUAL

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Prepared in terms of:

Section 51 of the Promotion of Access to Information Act No 2 of 2000 (as amended)

|                      |               |
|----------------------|---------------|
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## Table of Contents

|     |                                                                                                                                                   |    |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------|----|
| 1.  | LIST OF ACRONYMS AND ABBREVIATIONS.....                                                                                                           | 3  |
| 2.  | PURPOSE OF PAIA MANUAL.....                                                                                                                       | 3  |
| 3.  | KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF APTEKOR WHOLESAL (PTY) LTD .....                                                                 | 4  |
| 4.  | GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE.....                                                                               | 5  |
| 5.  | CATEGORIES OF RECORDS OF APTEKOR WHOLESAL (PTY) LTD WHICH ARE AVAILABLE<br>WITHOUT A PERSON HAVING TO REQUEST ACCESS.....                         | 7  |
| 6.  | DESCRIPTION OF THE RECORDS OF APTEKOR WHOLESAL (PTY) LTD WHICH ARE AVAILABLE IN<br>ACCORDANCE WITH ANY OTHER LEGISLATION .....                    | 8  |
| 7.  | DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES<br>OF RECORDS HELD ON EACH SUBJECT BY APTEKOR WHOLESAL (PTY) LTD ..... | 10 |
| 8.  | PROCESSING OF PERSONAL INFORMATION.....                                                                                                           | 11 |
| 9.  | AVAILABILITY OF THE MANUAL.....                                                                                                                   | 14 |
| 10. | UPDATING OF THE MANUAL .....                                                                                                                      | 14 |



## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 **“DIO”** Deputy Information Officer;
- 1.2 **“IO”** Information Officer;
- 1.3 **“Minister”** Minister of Justice and Correctional Services;
- 1.4 **“PAIA”** Promotion of Access to Information Act No. 2 of 2000 (as amended);
- 1.5 **“POPIA”** Protection of Personal Information Act No. 4 of 2013;
- 1.6 **“Regulator”** Information Regulator; and
- 1.7 **“Republic”** Republic of South Africa.

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to:

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 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;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 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;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 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;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;

- 2.9 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
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### 3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF APTEKOR WHOLESAL (PTY) LTD

#### 3.1 Information Officer (IO)

Name: L RÖNTGEN  
Tel: 084 627 7365  
Email: [ludi@aptekora.co.za](mailto:ludi@aptekora.co.za)

#### 3.2 Deputy Information Officer (DIO)

Name: M RÖNTGEN  
Tel: 082 940 8769  
Email: [meline@aptekora.co.za](mailto:meline@aptekora.co.za)

#### 3.4 National or Head Office

Postal Address: 2 Voortrekker Street, Middelpas, Citrusdal, 7340  
Physical Address: 2 Voortrekker Street, Middelpas, Citrusdal, 7340  
Telephone: 022 921 2255  
Email: [info@aptekora.co.za](mailto:info@aptekora.co.za)  
Website: <https://www.aptekora.co.za/>



#### 4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1. 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.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of-
  - 4.3.1 the objects of PAIA and POPIA;
  - 4.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of
    - 4.3.2.1 the Information Officer of every public body, and
    - 4.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
  - 4.3.3 the manner and form of a request for-
    - 4.3.3.1 access to a record of a public body contemplated in section 11<sup>3</sup>; and
    - 4.3.3.2 access to a record of a private body contemplated in section 50<sup>4</sup>;
  - 4.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;
  - 4.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;

<sup>1</sup> Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

<sup>2</sup> Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

<sup>3</sup> Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

<sup>4</sup> Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.



- 4.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
  - 4.3.6.1 an internal appeal;
  - 4.3.6.2 a complaint to the Regulator; and
  - 4.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7 the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8 the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9 the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- 4.3.10 the regulations made in terms of section 92<sup>11</sup>.
- 4.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

<sup>5</sup> Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

<sup>6</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>7</sup> Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

<sup>8</sup> Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

<sup>9</sup> Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>10</sup> Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>11</sup> Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding- (a) any matter which is required or permitted by this Act to be prescribed;  
 (b) any matter relating to the fees contemplated in sections 22 and 54;  
 (c) any notice required by this Act;  
 (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and  
 (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”



4.5 The Guide can also be obtained-

4.5.1 upon request to the Information Officer;

4.5.2 from the website of the Regulator <https://info regulator.org.za/>

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1 English

4.6.2 Afrikaans

## 5. CATEGORIES OF RECORDS OF APTEKOR WHOLESALE (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

| Category of records | Types of the Record              | Available on website | Available upon request |
|---------------------|----------------------------------|----------------------|------------------------|
| Marketing Materials | Sales Brochures                  |                      | x                      |
|                     | Brand related information        | x                    | x                      |
| Investor Relations  | Corporate Information            |                      | x                      |
| Governance          | Memorandum of Incorporation      |                      | x                      |
|                     | Integrated Annual Reports        |                      | x                      |
|                     | B-BEEE Certificate               |                      | x                      |
|                     | Governance Notices               |                      | x                      |
| Sustainability      | Environmental and Social Reports |                      | x                      |
|                     | Integrated Annual Reports        |                      | x                      |





6. DESCRIPTION OF THE RECORDS OF APTEKOR WHOLESAL (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

| Applicable Legislation                                                | Category of Records                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Conditions of Employment Act No. 75 of 1997                     | All records required by the Act                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Broad Based Black Economic Empowerment Act No. 53 of 2003             | B-BEE Certificate and other records                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Companies Act No. 71 of 2008                                          | Certificate of Incorporation; Certificate of Change of Name (if any); Certificate to Commence Business; Memorandum of Incorporation and/or Articles of Association; Minute books; General and special resolutions passed at any meeting of Shareholders of the Company or any class of Shareholders; Register of Members/Shareholders/ Directors/ Public officers; Annual Financial Statements; Books of Account required by the Act; and all other records required by the Act. |
| Compensation for Occupational Injuries & Diseases Act No. 130 of 1993 | Register or other record of the earnings and other prescribed particulars of all employees, for example: wages paid, time worked, and payment made for piece-work and overtime.                                                                                                                                                                                                                                                                                                  |
| Competition Act No. 89 of 1998                                        | All records required by the Act.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Consumer Protection Act No. 68 of 2008;                               | All records required by the Act.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Electronic Communications and Transactions Act, No. 25 of 2002        | All records required by the Act.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Employment Equity Act No. 55 of 1998                                  | All records required by the Act.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Foodstuffs, Cosmetics and Disinfectants Act 54 of 1972                | All records required by the Act.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Income Tax Act No. 58 of 1962                                         | All ledgers, cash books, journals, bank statements, deposit slips; invoices, stock lists and all other books of account; Signed copy of Annual Financial Statements; Books of Account recording information required by the Companies Act; Invoices – issued and received; and all other records required by the Act.                                                                                                                                                            |





|                                                                                                                    |                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Insolvency Act 24 of 1936                                                                                          | All records required by the Act.                                                                                                                                                                                                                                                |
| Labour Relations Act No. 66 of 1995                                                                                | All records required in compliance with any collective agreement, arbitration award or determination; All records of the prescribed details of any strike, lock-out or protest action involving employees; All disciplinary records; and all other records required by the Act. |
| National Credit Act No. 34 of 2005                                                                                 | All records which may be required by the Act.                                                                                                                                                                                                                                   |
| Occupational Health & Safety Act. No. 85 of 1993                                                                   | A copy of the Act; An incident register; Certificate of compliance (in respect of all electrical installations); First Aid certificates (valid for 3 years); Refrigeration/ Air-conditioning records; and all other required by the Act.                                        |
| Promotion of Access to Information Act No. 2 of 2000                                                               | PAIA Manual and all other records required by the Act.                                                                                                                                                                                                                          |
| Protection of Personal Information Act No. 4 of 2013                                                               | All records required by the Act.                                                                                                                                                                                                                                                |
| Regulation of Interception of Communications and Provision of Communication-Related Information Act No. 70 of 2002 | All records required by the Act.                                                                                                                                                                                                                                                |
| Pension Funds Act 24 of 1956                                                                                       | All records required by the Act.                                                                                                                                                                                                                                                |
| Pharmacy Act No. 53 of 1974                                                                                        | All records required by the Act.                                                                                                                                                                                                                                                |
| Skills Development Act No. 97 of 1998                                                                              | Annual training reports and annual training plan.                                                                                                                                                                                                                               |
| The Medicines and Related Substance Act No. 101 of 1965                                                            | All records required by the Act.                                                                                                                                                                                                                                                |
| Unemployment Insurance Act No. 63 of 2001                                                                          | Records detailing the contributions by contributors employed by the employer in respect of earnings paid, time worked, payments made for piece work and overtime.                                                                                                               |
| Value Added Tax Act No. 89 of 1991                                                                                 | Books o account, documents recording the supply of goods to or by the vendor; Invoices, tax invoices, credit and debit notes, bank statements, deposit slips, stock lists and paid cheques; and all other records required by the Act.                                          |



7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY APTEKOR WHOLESALE (PTY) LTD

| Subjects on which the body holds records | Categories of records                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Human Resources</b>                   | Employment contracts; UIF returns; Provident Fund; Beneficiary information; PAYE records; Employees Records; Employment equity reports/ plan; Leave and sick leave records; Disciplinary Code and records; Grievance Procedures; Payroll; Safety, Health and Environmental records; Training records; Performance review records; Medical information; Policies and procedures; Remuneration; Qualifications; Banking Details; ID's; Employment Equity Plan; Employee benefits; SETA records. |

|                |                                                                                                                                                                                                               |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Company</b> | Directors; Auditors; Resolutions; Minutes of meetings; Corporate structure documents; Share certificates; Shareholder agreements; Documents of incorporation; Memorandum of Incorporation; Company Registers. |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Financial and Administration records</b> | Accounting records; Annual financial statements; Annual financial reports; Bank statements; Banking details; Bank account(s); Asset registers; Purchase orders; Remittances; Invoices and statements (debtors and creditors); General ledgers; Policies and Procedures; Tax records and returns; Rental agreements; Tax returns; Stock taking; Insurance documentation and claims records; Licences from relevant authorities; All applicable Tax records; Employee payrolls with wage and salary details; Petty Cash books; Costing Records; Creditor's invoices; schedules and journals; Stock sheets and control lists etc. |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                               |                                                                                                                                                 |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Procurement Department</b> | Standard Operating Procedures; Contractor, client and supplier agreements<br>Lists of:<br>-Products<br>-Suppliers<br>-Services<br>-Distribution |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|

|                                       |                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>IT Department Records</b>          | Hardware asset register; Software licensing; Security Policies/procedures; Disaster recovery plans; Diverse IT; Call Recordings; Project implementation plans; System documentation and manuals etc.                                                                                                                                              |
| <b>Safety, Health and Environment</b> | Complete Risk assessment; Inspections by relevant authorities; Alarm system; Fire extinguisher sprinkler system; Gas powder extinguisher system; Certificates held from relevant authorities; RF Monitoring; Fire drill evacuation reports; Firefighting training; Health & Safety training; First Aid training; Risk reports; First Aid Register |
| <b>Risk Management and Audit</b>      | Audit reports; Risk management Frameworks; and Risk Management Plans.                                                                                                                                                                                                                                                                             |
| <b>Customer Services</b>              | Customer details and orders; Terms and conditions of Sale                                                                                                                                                                                                                                                                                         |

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

The company processes information for various purposes, including but not limited to:

- Pharmaceutical Wholesale services to the customer as agreed upon between the parties in the written Terms and Conditions of Sale;
- sales and marketing initiatives;
- direct communication with customers;
- comply with FICA requirements; and
- comply with all relevant legislation, regulations and Good Wholesaler Practice (GWP).



## 8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

| Categories of Data Subjects | Personal Information that may be processed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Employees                   | Personal Information associated with the lifecycle of an employee.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Customers & Retailers       | Practice information of the Medical practitioner which includes, practice number, telephone number, physical address, delivery address, e-mail address, Personal information of customers including business particulars, legal entity type, scope of business, registered name and registration number, trading name, SA pharmacy council number, Banking information, details of principals, tax clearance certificate, pharmacy registration certificate, pharmacy owner, responsible pharmacist, pharmacy license, HPCSA certificate, Dispensing license, RAMS number etc.; Personal information associated with the Surety and co-surety. |
| Suppliers/Creditors         | Personal information of suppliers including business particulars.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

## 8.3 The recipients or categories of recipients to whom the personal information may be supplied

| Recipients or Categories of Recipients to whom the personal information may be supplied | Category of personal information                                                                  |
|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| South African Police Service                                                            | Identity number and names, for criminal checks                                                    |
| South African Qualifications Authority                                                  | Qualifications, for qualification verification                                                    |
| Credit Bureaus                                                                          | Credit and payment history, for various credit related functions                                  |
| Banks                                                                                   | Financial information related to business practices, in connection with banking services received |



#### 8.4 Planned transborder flows of personal information

Currently no planned transborder flows of personal information. Should personal information be transferred out of the Republic of South Africa then the company will adhere to section 72 of the POPIA.

#### 8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

The company will take all reasonable steps to maintain security measures and to protect the information from loss, misuse, or unauthorised access, including but not limited to:

- Confidentiality agreements which is entered in between employer and employee with regard to the processing of personal information and company information;
- Reasonable measures shall be implemented to prevent unauthorised persons from gaining access to equipment where the data is processed and stored by way of access controls;
- Only authorised personnel will have access to the data which is used within his/her scope of employment;
- Reasonable measures shall be implemented to protect the computer systems from a virus, unauthorised input, unauthorised reading, amendments or deletion of data stored on the server;
- Reasonable measures shall be implemented to ensure that contractors/3<sup>rd</sup> parties or representatives of the company sign a service level agreement/ Processing Agreement;
- Reasonable measures shall be implemented to secure the soft copies which is stored on and off the business premises;
- By providing regular training to staff regarding the protection of personal information.

Aptekor Wholesale (Pty) Ltd is committed to use appropriate technical and other security measures to safeguard stakeholders' information.



## 9. AVAILABILITY OF THE MANUAL

### 9.1 A copy of the Manual is available-

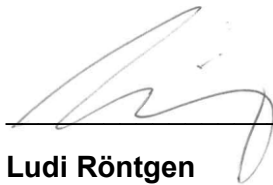
- 9.1.1 on <https://www.aptekor.co.za/>;
- 9.1.2 at the office of Aptekor Wholesale (Pty) Ltd for public inspection during normal business hours;
- 9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
- 9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable for each A4-size photocopy made.

## 10. UPDATING OF THE MANUAL

The Information Officer of Aptekor Wholesale will on a regular basis update this manual.

**Issued by**



**Ludi Röntgen**

**Information Officer**

