

**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000 (“ACT”)**

**1 TAH GROUP COMPANIES**

1.1 TAH Holdings (Pty) Ltd

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1.2 TAH Animal Hospital (Pty) Ltd

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1.3 Octa Trust

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1.4 Tygerberg Animal Hospital partnership

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1.5 Vetdiagnostix Veterinary Pathology Services (Cape) (Pty) Ltd

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**2 WEBSITE**

<http://tah.co.za>

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**3 PRIMARY BUSINESS**

Veterinary services

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**4 GUIDE IN TERMS OF SECTION 10 OF THE ACT**

3.1 The section 10 Guide on how to use the Promotion of Access to Information Act No 2 of 2000 (“**the Act**”) is available from the South African Human Rights Commission and is available on their website at <https://www.sahrc.org.za/home/21/files/Section%2010%20guide%202014.pdf>

3.2 A copy of the guide is also available in English and Afrikaans for public inspection during normal office hours.

3.3 Enquiries can be directed to:

The information Regulator

**Address:** JD HOUSE, 27 Stiemens Street, Braamfontein, Johannesburg.

**Website:** <https://www.justice.gov.za/inforeg/index.html>

**Email:** [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)

**4 RECORDS AVAILABLE IN TERMS OF LEGISLATION OTHER THAN THE ACT.**

Documents are held in accordance with statutory provisions that include those in the following Acts.  
This list is not exhaustive.

4.1 Basic Conditions of Employment Act 75 of 1997;

4.2 Trust Property Control Act 57 of 1988;

- 4.3 Medicines and Related Substances Act 101 of 1965;
- 4.4 Veterinary and Para-Veterinary Professions Act 19 of 1982;
- 4.5 Companies Act 71 of 2008;
- 4.6 Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- 4.7 Employment Equity Act 55 of 1998;
- 4.8 Income Tax Act 58 of 1962;
- 4.9 Insolvency Act 24 of 1936;
- 4.10 Occupational Health and Safety Act 85 of 1993;
- 4.11 Skills Development Act 97 of 1998; and
- 4.12 Unemployment Insurance Act 30 of 1966.

## **5 CATEGORIES OF RECORDS HELD BY THE COMPANY**

- 5.1 The Group's web page which is accessible to anyone who has access to the Internet, contains information relating to the business operations of the Group. The web page can be found at: <https://www.tah.co.za/>
- 5.1.1 Other records held by the Group include -
  - 5.1.1.1 statutory company information;
  - 5.1.1.2 financial records;
  - 5.1.1.3 employee records;
  - 5.1.1.4 records relating to clients;
  - 5.1.1.5 records relating to fixed and movable property;
  - 5.1.1.6 commercial contracts; and
  - 5.1.1.7 insurance contracts.
- 5.2 Records and information required for the exercise or protection of any rights will be made available subject to the provisions of the Act.
- 5.3 Access to records may be refused on grounds specified in the Act.

## 6 PROCESSING OF PERSONAL INFORMATION

6.1 The Group is a responsible party in accordance with the Protection of Personal Information Act 4 of 2013 and accordingly processes the following personal information -

<b>Data Subjects</b>	<b>Information Categories</b>	<b>Purpose of processing</b>	<b>Recipients of supply of personal information</b>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Financial information</li> <li>• Tax information</li> <li>• Identity numbers</li> <li>• Contact information</li> <li>• Human resources information</li> </ul>	Human resources	<ul style="list-style-type: none"> <li>• Accountants/Auditors</li> <li>• Payroll</li> <li>• Recruitment</li> <li>• Attorneys</li> </ul>
<b>Service Providers</b>	<ul style="list-style-type: none"> <li>• Financial information</li> <li>• Tax information</li> <li>• Identity numbers</li> <li>• Contact information</li> </ul>	Provision of services	<ul style="list-style-type: none"> <li>• Accountants/Auditors</li> <li>• Attorneys</li> <li>• Directors</li> <li>• Employees</li> <li>• Banks</li> <li>• External service providers</li> </ul>
<b>Shareholders, Beneficiaries, and Partners</b>	<ul style="list-style-type: none"> <li>• Financial information</li> <li>• Tax information</li> <li>• Identity numbers</li> <li>• Contact information</li> <li>• Company structures</li> </ul>	Compliance	<ul style="list-style-type: none"> <li>• Accountants/Auditors</li> <li>• Attorneys</li> <li>• Directors</li> <li>• Employees</li> <li>• Banks</li> <li>• Master of the High Court</li> </ul>
<b>Directors and Trustees</b>	<ul style="list-style-type: none"> <li>• Financial information</li> <li>• Tax information</li> <li>• Identity numbers</li> <li>• Contact information</li> </ul>	Compliance	<ul style="list-style-type: none"> <li>• Accountants/Auditors</li> <li>• Attorneys</li> <li>• Employees</li> <li>• Banks</li> <li>• CIPC</li> <li>• Master of the High Court</li> </ul>

6.2 There are no planned trans-border flows of information at this stage.

- 6.3 General information security measures relating to the personal information includes (but is not limited to) -
- 6.3.1 server is backed-up weekly and backups are kept for 30 days;
  - 6.3.2 are stored in a secure access-controlled data centre;
  - 6.3.3 email access requires 2-factor authentication;
  - 6.3.4 external access to the server is locked down;
  - 6.3.5 business continuity plans and disaster recovery testing plans are in place;
  - 6.3.6 antivirus software is updated regularly;
  - 6.3.7 remote monitoring of access activity; and
  - 6.3.8 employees are under an obligation to keep information confidential.

## 7 FORM OF REQUEST

- 7.1 The requester must use the prescribed form to make the request for access to a record. Request forms can be obtained on the Information Regulator's website at <https://www.justice.gov.za/infoereg/docs/forms/InfoRegSA-PAIA-Form02-Reg7.pdf> The request must be made to the following person:
- 7.2 The request must be made to the following person:

**Full name:** William Nicholas Alexander

**Physical Address:** 1 Kontiki Avenue, Glen Ive, Western Cape 7550

**Postal Address:** P.O Box 6223, Paarl, Cape Town, Western Cape, 7620

**Telephone:** 021 205 8574

**Email:** william.alexander@tah.co.za

## 8 PRESCRIBED FEES

- 8.1 A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee.
- 8.2 Every other requester must pay the required request fee of R50.00. The fee structure can be obtained on the Information Regulator's website at <https://www.justice.gov.za/infoereg/index.html>.

## **9 AVAILABILITY OF THE MANUAL**

- 9.1 This manual and the manual of each individual entity forming part of the Group (“**Manuals**”) is available for inspection at the address indicated at clause 7.1 above at no cost during normal business hours.
- 9.2 Copies of the Manuals may be obtained, subject to the prescribed fees, from the offices of the Group.