



CHIROPRACTIC ASSOCIATION OF SOUTH AFRICA NPC

PAIA MANUAL

in terms of Section 51 (as amended)

of the

Promotion of Access to Information Act (Act 2 of 2000)

read with Section 17 of the

Protection of Personal Information Act (Act 4 of 2013)

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1. INTRODUCTION TO CASA

The Chiropractic Association of South Africa (CASA) is a not for profit company and the voluntary membership association of chiropractors in South Africa. The main aims of CASA are to promote, encourage and maintain high standards of education, training, conduct and practice within the chiropractic profession in South Africa and to provide support to its members as well as the general public pertaining to chiropractic treatment.

2. CONTACT DETAILS

Business Name:	Chiropractic Association of South Africa NPC
Registration Number:	1945/018909/08
Secretary General:	Dr Bridget Bromfield
Information Officer:	Dr Bridget Bromfield
Physical Address:	6 Herschel Road, Claremont, Cape Town, 7800
Postal Address:	Postnet Suite 13, Private Bag X7, Muizenberg, 7950
Telephone Number:	+27 79 815 4009
E-mail address:	admin@casacouncil.co.za
Website address:	www.chiropractic.co.za

3. GUIDE OF THE INFORMATION REGULATOR (SOUTH AFRICA)

The Information Regulator has, in terms of section 10 of PAIA, made a Guide available to assist persons wishing to exercise their rights. The Guide and prescribed PAIA forms are available at: <https://infoeregulator.org.za/paia/>

Information Regulator (South Africa)

Address: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

Phone: 010 023 5200 | Toll-free: 0800 017 160

Email: enquiries@infoeregulator.org.za

Forms: Form 02 (Request for Access to Record), Form 05 (PAIA Complaint).
These forms can be found here: <https://infoeregulator.org.za/paia/>

4. RECORDS

CASA holds the following categories of records:

- **Records relating to CASA:**
Documents related to the registration of CASA as required by the Companies Act 71 of 2008, including, but not limited to the prescribed certificates, memorandum of incorporation, forms and registers of directors, company rules, minutes and resolutions; Other records such as bank records and Annual Reports.
- **Management Records:**
Documentation relevant to office bearers and management of CASA, including Committee Members.
- **Membership Records:**
Records relating to members of CASA.
- **Financial Records:**
Annual Financial Statements, including directors' reports; Auditor's reports; Accounting Records; Bank statements; Invoices, statements, receipts and related documents; VAT records; SARS returns and related documentation.
- **Records related to Assets:**
Asset register; Purchase records.
- **Agreements:**
Agreements with contractors and suppliers.
- **Records relating to Legal Processes:**
Complaints, pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, arbitration or investigation; Settlement agreements; Legal opinions/advice.
- **Insurance records:**
Insurance policies and related records; Anonymised Claims records.

5. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

CASA is required to hold certain records in terms of the following legislation subject to the specific protection offered by these laws:

1. Companies Act 71 of 2008;
2. Electronic Communications and Transactions Act 25 of 2002;
3. Promotion of Access to Information Act 2 of 2000; and
4. Protection of Personal Information Act 4 of 2013.

6. RECORDS AUTOMATICALLY AVAILABLE

The following categories are available to any person without a PAIA request on the CASA website (www.chiropractic.co.za): this PAIA Manual and updates, the Privacy Notice and data

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subject rights information, public statements and media releases, event information, public brochures and educational materials, and public application or enquiry forms. Physical copies can be provided on request, and standard reproduction or collection fees may apply.

7. PURPOSE OF PROCESSING PERSONAL INFORMATION

CASA processes personal information of data subjects for the following purposes:

1. Membership related purposes;
2. Maintenance of association records; and
3. Support services provided to members and the public.

8. DATA SUBJECTS, THEIR PERSONAL INFORMATION AND POTENTIAL RECIPIENTS OF THIS INFORMATION

CASA holds the categories of records and personal information in respect of the categories of data subjects specified below. The potential recipients of the personal information processed by CASA are also specified. Information and records are only disclosed as may be required in terms of the law or otherwise with the consent of the relevant data subjects.

DATA SUBJECTS	CATEGORIES OF RECORDS	CATEGORIES OF PERSONAL INFORMATION	POTENTIAL RECIPIENTS OF THE PERSONAL INFORMATION
Directors and office bearers	Statutory records; Appointment / Election records; Payment records; Correspondence	Names and surnames; Contact details e.g. address, telephone and fax numbers, e-mail addresses; Identity numbers / dates of birth; Race; Gender; Nationality; Qualifications; Statutory council registration numbers; Registered professions; Banking details; Tax numbers; Remuneration; Correspondence	SA Revenue Services (SARS); Relevant statutory bodies such as the Allied Health Professions Council of SA (AHPCSA); Companies and Intellectual Property Commission (CIPC); Contractors and vendors; Relevant public bodies, including government departments; Banks; Vetting agencies; Members of the public
Other contractors, vendors and suppliers	Agreements with contractors, vendors and suppliers; Non-Disclosure Agreements; Legal opinions and advice; Invoices; Correspondence	Names and surnames; Organisation names and detail; Relevant staff / office bearer details; Contact details e.g. address, telephone and fax numbers, e-mail addresses, website addresses; Opinions; Correspondence; Track records; Price structures; Financial arrangements	Banks; Auditors; Legal advisers; Members
Insurers	Insurance policies; Payment of premiums;	Names and contact details e.g. addresses, telephone and fax	Auditors; Legal advisers; Relevant public bodies;

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	Anonymised claims records and related documents	numbers, e-mail addresses; Premiums; Correspondence	Membership
Public Bodies and Statutory Bodies (e.g. AHPCSA)	Complaints submitted to the relevant statutory bodies and related documents; Correspondence; Newsletters and circulars issued by these bodies and councils; Payment of fees	Names; Contact details e.g. addresses, telephone and fax numbers, e-mail addresses; Office bearers; Fee structures; Correspondence	Members; Members of the public
Medical Schemes	Correspondence; Rules	Relevant staff / office bearer details; Contact details e.g. addresses, telephone and fax numbers, e-mail addresses; Correspondence	Members

9. PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION

CASA is not planning to send any personal information about any data subject across the borders of the Republic of South Africa to third parties in foreign countries. Should this be required, relevant data subject consent will be obtained, where possible, and transfers of such information will occur in accordance with the requirements of the law.

10. SECURITY MEASURES TO PROTECT PERSONAL INFORMATION

CASA takes the privacy of persons seriously and is therefore committed to ensuring that personal information in its possession or under its control is secure. In order to prevent unauthorised access or disclosure of information, appropriate physical, electronic and managerial procedures have been implemented to safeguard and secure the information. For example, access to information is controlled and only persons requiring the information for the performance of relevant functions have access to the information. Access to electronic records is password controlled. A privacy policy has been implemented to ensure that personal information is processed and stored strictly in accordance with the law and all persons who have access to that information are aware of their responsibilities. Records are maintained in a structured filing system for as long as it is necessary in accordance with the relevant laws. A risk assessment of the organisational and technical processes and procedures is conducted on a regular basis to ensure a continuous monitoring and enhancement of security measures at CASA. Office bearers and contractors are required to adhere to the strict policies and processes implemented by CASA and are subject to sanctions for any security breach. All security breaches are taken seriously and are addressed in accordance with the law.

11. PROCEDURE TO OBTAIN ACCESS TO THE RECORDS OR INFORMATION

The fact that information and records are held by CASA as listed in this Manual should not be construed as conferring upon any requester any right to that information or record. PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any right. If a public body lodges a request, the public body must be acting in the public interest. Access to records and information is not automatic. Any person, who would like to request access to any of the above records or information, is required to complete a request form, and pay the

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prescribed fees as referenced below. The request form is also available from : <https://inforegulator.org.za/paia/>

- The Information Officer of CASA at the contact details stipulated above; and
- The Information Regulator at the contact details stipulated above.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester must identify the right he/she is seeking to exercise or protect and explain why the record requested is required for the exercise or protection of that right. If a request is made on behalf of another person, the requester must submit proof of the capacity in which the request is made to the satisfaction of the Information Officer. Access to the requested records or information or parts of the records or information may be refused in terms of the law. Requesters will be advised of the outcome of their requests.

Requests must be made on Form 02: Request for Access to Record and submitted to the Information Officer/Deputy Information Officer at the contacts in §2. If access is refused or you are dissatisfied with the handling of a request, you may lodge a PAIA complaint with the Information Regulator using Form 05.

12. FEES PAYABLE TO OBTAIN THE REQUESTED RECORDS OR INFORMATION

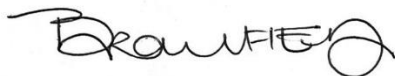
Current prescribed fees (2021 PAIA Regulations): The request fee is R140 (payable by requesters other than personal requesters). Preparation/search fees are R145 per hour, capped at R435. Copying/medium fees apply (e.g., R2 per A4 page; R40 per flash drive provided by requester; R60 per CD supplied by the body). See the Regulator's manual/annexures for the full schedule.

13. AVAILABILITY OF THIS MANUAL

This Manual is available at CASA's principal place of business and on CASA's website. CASA will ensure the latest version is accessible online and at its offices. A copy of the Manual may also be requested from the Information Officer against payment of the appropriate fee, which may be obtained from the Information Officer.

14. PAIA Complaints

A requester may lodge a complaint with the Information Regulator on Form 05 regarding a PAIA decision or process. See <https://inforegulator.org.za/paia/> for the form and submission details.



Signature of the Secretary General

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