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| SUBJECT   | Information Manual as required by Section 51 of PAIA |          |            |

Registration Number:  
2016/198519/07

**HEARX GROUP (PTY) LTD  
MANUAL**

**in terms of Section 51 of  
The Promotion of Access to Information Act  
2 of 2000  
(the "Act")**

This document serves as the information manual required by Section 51(1) of the Promotion of Access to Information Act, No.2 of 2000 (the "Act") for a private body. It provides information on the records held and the process that is to be followed to request access to such records.

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## 1. Introduction

hearX Group (Pty) Ltd is a mHealth Solutions company, within the smart technology space, which provides technology and solutions for a subset of health care services. "hearX" includes hearX SA (Pty) Ltd, hearX Group (Pty) Ltd, hearX UK, hearX USA, Inc. and hearX Asia.

## 2. Company Contact Details

|                                    |  |
|------------------------------------|--|
| <b>Chief Executive Officer:</b>    | NJ Kloppe  |
| <b>Chief Operating Officer:</b>    | S van der Wat  |
| <b>Information Officer:</b>        | S van der Wat  |
| <b>Deputy Information Officer:</b> | A Oosthuizen   |
| <b>Postal Address:</b>             | Postnet Suite 118, Private Bag X32, Highveld Park, Centurion, Gauteng, 0169                          |
| <b>Street Address:</b>             | Building 2 Ashlea Gardens Office Park, 180 Garsfontein Road, Ashlea Gardens, Pretoria, Gauteng, 0081 |
| <b>Telephone Number:</b>           | +27 12 030 0268  |
| <b>Email:</b>                      | info@hearxgroup.com  |

## 3. The Act and Section 10 Guide

- 3.1. The Act grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 3.2. Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariffs are dealt with in paragraphs 6 and 7 of the Act.
- 3.3. Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC. The regulations regarding the Act published under Government Notice No. R187 of 15 February 2002 set forth how the South African Human Rights Commission should make the guide available.
- 3.4. The contact details of the Commission are:  
Postal Address: Private Bag 2700, Houghton, 2041  
Telephone Number: +27-11-877 3600  
Fax Number: +27-11-403 0625  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)

## 4. Applicable Legislation

| <b>No</b> | <b>Ref</b>    | <b>Act</b>                         |
|-----------|---------------|------------------------------------|
| 1         | No 11 of 2002 | Basic Conditions of Employment Act |
| 2         | No 71 of 1991 | Businesses Act                     |

|    |                |   |
|----|----------------|---|
| 3  | No 68 of 2008  | Consumer Protection Act                                     |
| 4  | No 71 of 2008  | Companies Act   |
| 5  | No 130 of 1993 | Compensation for Occupational Injuries and Disabilities Act |
| 6  | No 98 of 1978  | Copyright Act   |
| 7  | No 25 of 2002  | Electronic Communications and Transactions Act              |
| 8  | No 55 of 1998  | Employment Equity Act                                       |
| 9  | No 58 of 1962  | Income Tax Act  |
| 10 | No 66 of 1995  | Labour Relations Act  |
| 11 | No101 of 1965  | Medicines and Related Substances Act (As amended)           |
| 12 | No 85 of 1993  | Occupational Health and Safety Act & Regulations            |
| 13 | No 2 of 2000   | Promotion of Access of Information Act                      |
| 14 | No 4 of 2013   | Protection of Personal Information Act                      |
| 15 | No 9 of 1999   | Skills Development Levies Act                               |
| 16 | No 194 of 1993 | Trademark Act   |
| 17 | No 89 of 1991  | Value Added Tax Act   |
| 18 | No 30 of 1996  | Unemployment Insurance Act                                  |
| 19 | No 4 of 2002   | Unemployment Insurance Contributions Act                    |

## 5. Schedule of Records

| <b><u>Records</u></b> | <b><u>Subject</u></b>   | <b><u>Availability</u></b>   |
|-----------------------|---|--|
| Products & Media      | Product Information<br>Media Releases<br>Public Company Information   | Freely available on website<br><a href="http://www.hearxgroup.com">www.hearxgroup.com</a>  |
| Financial             | Financial Statements<br>Financial and Tax Records<br>(Company & Employees)<br>Asset Register<br>Management Accounts | Proprietary (Pty Ltd)<br><br>Request in terms of PAIA<br>Not available<br>Not available  |
| Marketing             | Marketing Information<br><br>Product Sales Records<br>Customer Database   | Limited Information available<br>on website and social media<br>platforms.<br>Request in terms of PAIA<br>Request in terms of PAIA |

## 6. Requesting Information: Form Of Request

- 6.1. To facilitate the processing of your request for information, kindly:
  - 6.1.1. Use the prescribed form, available on the website of the South African Human Rights Commission ([www.sahrc.org.za](http://www.sahrc.org.za));
  - 6.1.2. Address your request to the Company Information Officer or Deputy Information Officer.
  - 6.1.3. Provide sufficient details to enable hearX to identify:
    - 6.1.3.1. The record(s) requested;
    - 6.1.3.2. The requester (and if an agent is lodging the request, proof of capacity);
    - 6.1.3.3. The form of access required;
    - 6.1.3.4. The postal address or fax number of the requester in the Republic;
    - 6.1.3.5. If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
    - 6.1.3.6. The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

## 7. Prescribed Fees That Apply To Requests For Information

- 7.1. The following applies to requests (other than personal requests):
  - 7.1.1. A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
  - 7.1.2. If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
  - 7.1.3. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 7.2. Records may be withheld until the fees have been paid
- 7.3. The actual postage is payable when a copy of a record must be posted to a requester.
- 7.4. The fee structure is set out below and available on the website of the South African Human Rights Commission ([www.sahrc.org.za](http://www.sahrc.org.za)).

## 8. Fees In Respect Of Private Bodies

|        |  |               |
|--------|--|---------------|
| 8.1.   | The fee for a copy of the manual as contemplated in regulation 9(2)(c) is <b>R1,10</b> for every photocopy of an A4-size page or part thereof. |               |
| 8.2.   | The fees for reproduction or information referred to in regulation 11(1) are as follows:   |               |
| 8.2.1. | For every photocopy of an A4-size page or part thereof   | <b>R1.10</b>  |
| 8.2.2. | For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form                         | <b>R0.75</b>  |
| 8.2.3. | For a copy in a computer-readable form on compact disc   | <b>R70.00</b> |
| 8.2.4. | For a transcription of visual images, for an A4-size page or part thereof  | <b>R40.00</b> |
| 8.2.5. | For a copy of visual images  | <b>R60.00</b> |
| 8.2.6. | For a transcription of an audio record, for an A4-size page or part thereof  | <b>R20.00</b> |

|        |   |               |
|--------|---|---------------|
| 8.2.7. | For a copy of an audio record   | <b>R30.00</b> |
| 8.3.   | The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2)  | <b>R50.00</b> |
| 8.4.   | The access fees payable by a requester referred to in regulation 11(3) are as follows:  |               |
| 8.4.1. | For every photocopy of an A4-size page or part thereof  | <b>R1.10</b>  |
| 8.4.2. | For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine- readable form                                 | <b>R0.75</b>  |
| 8.4.3. | For a copy in a computer-readable form on compact disc  | <b>R70.00</b> |
| 8.4.4. | For a transcription of visual images, for an A4-size page or part thereof   | <b>R40.00</b> |
| 8.4.5. | For a copy of visual images   | <b>R60.00</b> |
| 8.4.6. | For a transcription of an audio record, for an A4-size page or part thereof   | <b>R20.00</b> |
| 8.4.7. | For a copy of an audio record   | <b>R30.00</b> |
| 8.5.   | To search for and prepare the record for disclosure, <b>R30,00</b> for each hour or part of an hour reasonably required for such search and preparation |               |