

		VERSION	1.0
		REV DATE	2021-07-01
		ISSUED	2021-07-01
		PAGES	5
SECTION	The Promotion of Access to Information Act 2 of 2000		
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.

Index

Introduction	2
Company Contact Details	2
The Act and Section 10 Guide	2
Applicable Legislation	2
Schedule of Records	3
Requesting Information: Form Of Request	4
Prescribed Fees That Apply To Requests For Information	4
Fees In Respect Of Private Bodies	4

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

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

4. Applicable Legislation

No	Ref	Act
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

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

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 R1,10 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	R1.10
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	R0.75
8.2.3.	For a copy in a computer-readable form on compact disc	R70.00
8.2.4.	For a transcription of visual images, for an A4-size page or part thereof	R40.00
8.2.5.	For a copy of visual images	R60.00
8.2.6.	For a transcription of an audio record, for an A4-size page or part thereof	R20.00

8.2.7.	For a copy of an audio record	R30.00
8.3.	The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2)	R50.00
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	R1.10
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	R0.75
8.4.3.	For a copy in a computer-readable form on compact disc	R70.00
8.4.4.	For a transcription of visual images, for an A4-size page or part thereof	R40.00
8.4.5.	For a copy of visual images	R60.00
8.4.6.	For a transcription of an audio record, for an A4-size page or part thereof	R20.00
8.4.7.	For a copy of an audio record	R30.00
8.5.	To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation	