

PAIA Manual

(Prepared in terms of the Promotion of Access to Information Act 2 of 2000 – PAIA)

1. Introduction

This PAIA Manual is prepared for the purposes of the Promotion of Access to Information Act 2 of 2000 ("PAIA") and serves to outline the procedures and information available from the private practice below. This manual explains how a request for access to records held by this private practice may be made.

2. Private Practice Details

Practice Name:	Nabillia Smith Psychology
Sole Proprietor / Psychologist:	Mrs Nabillia Jocasta Smith
HPCSA Registration Number:	PS 0150061
BHF Practice Number:	1057545
Physical Address:	107 Main Street, Howick, 3290
Email Address:	nabillia.1@gmail.com
Cell Number:	074 707 5525

3. Information Officer

The Information Officer is responsible for administering PAIA requests. The details of the Information Officer are indicated below:

Name:	Mrs Nabillia Jocasta Smith
Position:	Clinical Psychologist / Sole Proprietor
Contact Details:	nabillia.1@gmail.com / 074 707 5525

4. Records Held by the Practice

This private practice holds the following categories of records:

- 4.1 Clinical Records
 - Client Intake Forms
 - Session Notes
 - Psychological / Therapy Assessments

- Treatment Plans
- Psychological Reports
- Correspondence from a multidisciplinary Team

4.2 Administrative Records

- Appointment Schedules
- Copies of Identity Documents and Medical Aid Cards
- Billing and payment records
- Medical Aid Claims and Remittance Statements
- Consent Forms

4.3 Legal and Compliance Records

- POPIA compliance documents
- PAIA Manual
- Contracts with third-party service providers

5. Requesting Access to Records

A request for access to records must be made in writing and submitted to the Information Officer via email or delivered to the address listed above. Requests should include:

- Full name and contact details of the Requester
- Description of the record requested
- Reason for the request
- Proof of Identity
- Authority to act on behalf of another person (if applicable)

6. Decision and Timeframes

The Information Officer will respond within 30 days of receipt of the request. The period may be extended by necessary, as permitted by law.

7. Grounds for Refusal of Access

Access to records may be refused where:

- Disclosure would involve unreasonable disclosure of personal information of another person
- The record is legally privileged
- Disclosure may cause harm to the client or third parties
- The request is noticeably frivolous or vexatious
- Disclosure is restricted by law or ethical obligations

Clinical discretion and confidentiality obligations will be applied.

8. Fees

Where applicable, fees may be charged in accordance with PAIA regulations for:

- Search and preparation of records
- Copying and reproduction
- Time spent processing requests

The Requester will be informed of any applicable fees in advance.

9. Protection of Personal Information

This private practice processes personal and special personal information in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA).

All information is:

- Treated as confidential
- Stored securely
- Access-controlled
- Only used for lawful therapeutic and administrative purposes.

10. Availability of the PAIA Manual

This PAIA manual is available upon request from the Information Officer and may also be made available on request in electronic format.

11. Review of the PAIA Manual

This PAIA manual will be reviewed periodically to ensure compliance with applicable legislation.

Signed:

A handwritten signature in black ink, appearing to read 'N Smith', with a stylized, cursive script.

Name: Mrs Nabillia Smith

Date: 27 June 2026

Practice: Nabillia Smith Psychology