PAIA AND POPIA MANUAL

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2 of 2000 (PAIA) and the Protection of Personal Information Act, 4 of 2013 (POPIA)

1. Overview

This manual applies to the private psychology practice of Luricka Fick, a Counselling Psychologist registered with the Health Professions Council of South Africa (HPCSA), providing therapeutic and psychological services to the public.

Practice Address:
128 Senior Drive, Northcliff, Johannesburg, 2195

This manual informs the public of the types of records held and how they may be accessed, in compliance with the Promotion of Access to Information Act (PAIA) and the Protection of Personal Information Act (POPIA).

2. Information Officer

Name: Luricka Fick
Professional Registration Number (HPCSA): PS0134996
Contact Number: 083 759 0351
Email Address: Luricka@joburgpsychologist.today
Website: www.joburgpsychologist.today

3. Availability of the Manual

This manual is available:
- On request from the Information Officer
- On the practice website: www.joburgpsychologist.today
- From the South African Human Rights Commission (SAHRC):
  Website: www.sahrc.org.za
  Email: PAIA@sahrc.org.za
  Tel: 011 484 8300
- From the Information Regulator:
  Email: inforeg@justice.gov.za
  Tel: 012 406 4818

4. How to Request Access to Records

Access must be requested in writing using the prescribed form, available at www.justice.gov.za. The form must:
- Clearly describe the record requested
- State the reason and the right to be protected
- Provide identification and authority (if acting on behalf of someone else)
- Specify the format of access desired

Fees may be applicable. All requests are evaluated in terms of PAIA and subject to lawful grounds for refusal, such as confidentiality.

5. Voluntary Disclosure

The following categories of information are publicly accessible:
- Practice terms and conditions
- Fees and billing policies
- Informed consent forms
- Information published on the practice website

6. Categories of Records Held

a. Patient Records:
- Identifying and contact information
- Case notes and psychological assessments
- Appointment history
- Consent and referral forms
- Billing and payment records
- Communication and session notes
- Medical aid details

b. Financial and Administrative Records:
- Tax records
- Invoices and receipts
- Banking details
- Contracts with suppliers
- Practice compliance records

7. Purpose of Processing Information

- To provide psychological services in accordance with professional standards
- To comply with HPCSA, tax, and other legal requirements
- For communication, record-keeping, billing, and service continuity
- To store and secure patient information as per ethical guidelines

8. Applicable Legislation

- Health Professions Act 56 of 1974
- National Health Act 61 of 2003
- Children's Act 38 of 2005
- Medical Schemes Act 131 of 1998
- Mental Health Care Act 17 of 2002
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013

9. Recipients of Personal Information

Information may be shared with:

- Medical schemes (for reimbursement purposes)
- Other healthcare professionals (with consent)
- Regulatory bodies as required by law

10. Trans-Border Information Flow

Data may be stored via iCloud, a secure cloud storage provider with servers located outside South Africa. This is done in accordance with POPIA's conditions for lawful international data transfer.

11. Information Security Measures

Physical Measures:

- Minimal physical records
- Locked filing cabinet in a secure office
- Office access restricted to the practitioner

Electronic Measures:

- iCloud with two-factor authentication for secure storage
- Instant Accounting and iCal used for billing and appointments

- Devices are password-protected and regularly updated
- Access to data limited to the practitioner
- Encrypted email and secure communications protocols

12. Retention of Records

Records are retained as per HPCSA guidelines:
- General rule: 5 years from the date of last consultation
- Minors: Until the client turns 21
- Mentally incapacitated clients: For the client's lifetime

13. Destruction of Records

- Physical records: Shredded or incinerated in a secure manner
- Electronic records: Permanently deleted and removed from cloud storage upon expiration of the retention period

Prepared by: Luricka Fick
Date: 23/06/2025
HPCSA Number: PS0134996