



Claro Clinic (Pty) Ltd

Incwajana ye-PAIA

**Ilungiselelwe ngokwesigaba 51 soMthetho
Wokukhuthazwa Kokuqashelwa Kolwazi,
LoMthetho 2 ka-2000 (njengoba
ushintshiwe)**

USUKU LOKUHLANGANISWA: **01/01/2025**

USUKU LOKUBUYEKEZWA: **01/01/2028**

UHLAKO LOKUQUKETHWE

1. Izifinyezo kanye nezisho ezimfushane
2. Inhloso yencwajana ye-PAIA
3. Imininingwane ebalulekile yokuxhumana ukuze kutholakale ulwazi
4. Umhlahlandlela wokusebenzisa i-PAIA nokuthi ungayithola kanjani ukufinyelela
5. Izigaba zamarekhodi atholakala ngaphandle kwesidingo sokucela ukufinyelela
6. Incazelo yamarekhodi atholakala ngokuhambisana nanoma yimuphi omunye umthetho
7. Incazelo yezihloko lapho lenhlangano igcina amarekhodi khona
8. Ukuqhutshwa kolwazi lomuntu siqu
9. Ukutholakala kwencwajana
10. Ukubuyezwa kwencwajana

1. UHLAHLO LWAMAFIFINEZO NEZIFINYETHEZO

- 1.1 **“CEO”** uMphathi Omkhulu Wezokuphatha;
- 1.2 **“CFO”** uMphathi Omkhulu Wezezimali;
- 1.3 **“COO”** uMphathi Omkhulu Wezokusebenza;
- 1.4 **“DIO”** Umsizi WoMphathi Wezokulawula Ulwazi;
- 1.5 **“IO”** Umphathi Wezokulawula Ulwazi;
- 1.6 **“UNgqongqoshe”** uNgqongqoshe Wezobulungiswa Nezinsizakalo
Zokulungisa;
- 1.7 **“PAIA”** Umthetho Wokukhuthazwa Kokufinyelela Kolwazi
Inombolo 2 ka-2000 (njengoba ushintshiwe);
- 1.8 **“POPIA”** Umthetho Wokuvikelwa Kolwazi Lomuntu Siqu Inombolo
4 ka-2013;
- 1.9 **“UmLawuli”** UmLawuli Wokulawula Ulwazi; kanye
- 1.10 **“IRiphabhulikhi”** IRiphabhulikhi YaseNingizimu Afrika

2. INHLOSO YENcwajana ye-PAIA

Le ncwajana ye-PAIA isiza umphakathi ukuthi-

- 2.1 ahlale izigaba zamarekhodi agcinwe yinhlangano atholakala ngaphandle kokuthi umuntu enze isicelo esisemthethweni se-PAIA;
- 2.2 aqonde kahle ukuthi angenza kanjani isicelo sokufinyelela kumarekhodi enhlangano, ngokunikeza incazelo yezihloko lapho inhlangano igcina amarekhodi khona kanye nezigaba zamarekhodi ezigcinwe ngesihloko ngasinye;
- 2.3 azi incazelo yamarekhodi enhlangano atholakala ngokuhambisana nanoma yimiphi eminye imthetho;
- 2.4 afinyelele yonke imininingwane yokuxhumana ebalulekile kaMphathi Wezokulawula Ulwazi nomSizi WoMphathi Wezokulawula Ulwazi abazosiza umphakathi ngamarekhodi abafuna ukufinyelela kuwo;
- 2.5 azi incazelo yomhlahlandlela wokusebenzisa i-PAIA, njengoba ivuselelwe nguMlawuli, nokuthi ungayithola kanjani ukufinyelela kuyo;
- 2.6 azi ukuthi inhlangano izosebenza ngolwazi lomuntu siqu sini, inhloso yokusebenza ngolwazi lomuntu siqu, kanye nencazelo yezigaba zezihloko zolwazi kanye nolwazi noma izigaba zolwazi ezihlobene nakho;
- 2.7 azi incazelo yezigaba zezihloko zolwazi kanye nolwazi noma izigaba zolwazi

ezihlobene nakho;

- 2.8 azi ukuthi ulwazi lomuntu siqu lunganikezwa kubamukeli noma ezikhathini zabamukeli abathile;
- 2.9 azi ukuthi inhlangano ihlele yini ukudlulisa noma ukusebenza ngolwazi lomuntu siqu ngaphandle kweRiphabhulikhi yaseNingizimu Afrika kanye nabamukeli noma izigaba zabamukeli lapho ulwazi lunganikezwa khona; kanye
- 2.10 azi ukuthi inhlangano inezinyathelo ezifanele zokuphepha ukuze kuqinisekiswa ukufihlwa, ubuqotho kanye nokutholakala kolwazi lomuntu siqu oluzosebenza ngalo.

3. IMINININGWANE ESEMQOKA YOKUXHUMANA NGOKUFUNDA ULWAZI LWAKWA CLARO CLINIC (PTY) LTD

3.1 UMphathi Wezokulawula Ulwazi

Igama:	Anton Russouw
Ucingo:	021 974 7699
I-imeyili:	anton@lifepathgroup.co.za

3.1. Umsizi WoMphathi Wezokulawula Ulwazi

Igama: Daniel Van Dalen
Ucingo: 021 974 7699
I-imeyili: daniel@lifepathgroup.co.za

3.3 Imininingwane Yokuxhumana Evamile Yokufinyelela Ulwazi

I-imeyili: info@claroclinic.co.za

3.4 Ihhovisi Likazwelonke noma Elikhulu

Ikheli Leposi:

PO Box 13241,
N1 City, 7463

Ikheli Lasebhizinisini: Block B, Belvedere Office Park, Pasita St, Rosenpark, Cape Town, 7550, Western Cape

Ucingo: 021 974 7699

I-imeyili: info@lifepathgroup.co.za

Iwebhusayithi: www.lifepathgroup.co.za

4. UMHLAHLANDLELA WOKUSETSHENZISWA KWE-PAIA NOKUTHOLA UKUFINYELELA KUMHLAHLANDLELA

- 4.1. Umlawuli, ngokwesigaba 10(1) soMthetho we-PAIA, njengoba ushintshiwe, uvuselelwe futhi wenze kutholakale Umhlahlandlela ovuselelwe wokuthi ungayisebenzisa kanjani i-PAIA (“Umhlahlandlela”), ngendlela elula nokuqondakala kalula, njengokufanele umuntu ofuna ukusebenzisa ilungelo elibhekiswe ku-PAIA nase-POPIA angalilindela.
- 4.2. Lo Mhlahlandlela utholakala kuzo zonke izilimi ezisemthethweni kanye nange-braille.
- 4.3. Lo Mhlahlandlela uqukethe incazelo elandelayo
- 4.3.1. imigomo ye-PAIA ne-POPIA;
- 4.3.2. ikheli lephepha nephelele, inombolo yocingo nefeksi, kanye nekheli le-

imeyili uma likhona le—

- 4.3.2.1. uMphathi Wezokulawula Ulwazi wenhlangano yomphakathi ngayinye; kanye
- 4.3.2.2. uMsizi WoMphathi Wezokulawula Ulwazi wenhlangano yomphakathi neyabizimele ngayinye emisiwe ngokwezigaba 17(1) ze-PAIA¹ kanye nesigaba 56 se-POPIA²;
- 4.3.3. indlela nokubukeka kwesicelo-
 - 4.3.3.1. sokufinyelela kumarekhodi enhlangano yomphakathi ngokohlobo oluchazwe esigabeni 11³; kanye
 - 4.3.3.2. nesokufinyelela kumarekhodi enhlangano yabazimele ngokohlobo oluchazwe esigabeni 50⁴;
- 4.3.4. usizo olutholakala kuMphathi Wezokulawula Ulwazi lwenhlangano yomphakathi ngokwe-PAIA ne-POPIA;
- 4.3.5. usizo olutholakala kuMlawuli ngokwe-PAIA ne-POPIA;
- 4.3.6. zonke izindlela zomthetho ezitholakalayo maqondana nesenzo noma ukungasebenzi maqondana nelungelo noma isibopho esinikezwe noma esibekwe yi-PAIA ne-POPIA, kuhlenganise nendlela yokufaka -

¹ Isigaba 17(1) soMthetho we-PAIA- Ngezifiso ze-PAIA, inhlango yomphakathi ngayinye kumele, ngokuhambisana nemithetho elawula ukuqashwa kwabasebenzi benhlangano yomphakathi efanele, imise inani labantu abambalwa njengabasizi boMphathi Wezokulawula Ulwazi abadingekayo ukuze inhlango yomphakathi ifinyeleleke ngangokunokwenzeka kubaceli bamarekhodi ayo.

² Isigaba 56(a) soMthetho we-POPIA- Inhlango yomphakathi neyabizimele ngayinye kumele inikeze, ngendlela echazwe esigabeni 17 soMthetho Wokukhuthazwa Kokufinyelela Kolwazi, ngokuguqulwa okudingekayo, ukumiselwa kwenani labantu, uma ikhona, njengabasizi boMphathi Wezokulawula Ulwazi abadingekayo ukufeza imisebenzi nezibopho ezichazwe esigabeni 55(1) se-POPIA.

³ Isigaba 11(1) soMthetho we-PAIA- Umcéli kufanele anikezwe ukufinyelela kumarekhodi enhlangano yomphakathi uma lowo mcéli ehambisana nazo zonke izimfuneko zokuhamba kwesicelo ku-PAIA eziphathelele nesicelo sokufinyelela kulowo rekhodi; futhi ukufinyelela kulowo rekhodi akwenqatshelwe nganoma yisiphi isizathu sokwenqatshelwa esichazwe esahlukweni 4 sale ngxenye.

⁴ Isigaba 50(1) soMthetho we-PAIA- Umcéli kufanele anikezwe ukufinyelela kunoma yiliphi ikhodi lenhlangano yabizimele uma-
 a) lowo rekhodi lidingeka ukuze kusetshenziswe noma kuvikelwe noma yiziphi izimfuneko;
 b) lowo muntu ehambisana nezimfuneko zokuhamba kwesicelo ku-PAIA eziphathelele nesicelo sokufinyelela kulowo rekhodi; kanye
 c) ukufinyelela kulowo rekhodi akwenqatshelwe nganoma yisiphi isizathu sokwenqatshelwa esichazwe esahlukweni 4 sale ngxenye.

- 4.3.6.1. isicelo sokuphikisa ngaphakathi;
- 4.3.6.2. isikhalazo kuMlawuli; kanye
- 4.3.6.3. nesicelo enkantolo maqondana nesinqumo somphathi wezokulawula ulwazi wenhlangano yomphakathi, isinqumo sesicelo sokuphikisa ngaphakathi noma isinqumo soMlawuli noma isinqumo senhloko yenhlangano yabazimele;
- 4.3.7. izinhlinzeko zezigaba 14⁵ no-51⁶ ezidinga inhlango yomphakathi nenhlangano yabazimele ngokulandelana ukuthi zilungise incwajana, kanye nendlela yokuthola ukufinyelela kwi ncwajana;
- 4.3.8. izinhlinzeko zezigaba 15⁷ no-52⁸ ezihlinzeka ngokudalulwa ngokuzithandela

kwezigaba zamarekhodi yinhlangano yomphakathi nenhlangano yabazimele ngokulandelana;

- 4.3.9. izaziso ezikhishwe ngokwezigaba 22⁹ no-54¹⁰ eziphathelele nezimali okufanele zikhokhwe maqondana nezicelo zokufinyelela; kanye nemithetho eyenziwe ngokwezigaba 92¹¹.

⁵ Isigaba 14(1) soMthetho we-PAIA

Umphathi Wezokulawula Ulwazi wenhlangano yomphakathi kumele, ngezilimi ezintathu okungenani ezisemthethweni, enze kutholakale incwajana equkethe ulwazi olubhalwe esigabeni 4 esingenhla.

⁶ Isigaba 51(1) soMthetho we-PAIA

Inhloko yenhlangano yabizimele kumele inikeze incwajana equkethe incazelo yolwazi olubhalwe esigabeni 4 esingenhla.

⁷ Isigaba 15(1) soMthetho we-PAIA

Umphathi Wezokulawula Ulwazi wenhlangano yomphakathi kumele enze kutholakale, ngendlela echaziwe, incazelo yezigaba zamarekhodi enhlangano yomphakathi atholakala ngokuzenzakalela ngaphandle kokuthi umuntu enze isicelo sokufinyelela.

⁸ Isigaba 52(1) soMthetho we-PAIA

Inhloko yenhlangano yabizimele ingenza, ngokuzithandela, incazelo yezigaba zamarekhodi enhlangano yabizimele atholakala ngokuzenzakalela ngaphandle kokuthi umuntu enze isicelo sokufinyelela, ngendlela echaziwe.

⁹ Isigaba 22(1) soMthetho we-PAIA

Umphathi Wezokulawula Ulwazi wenhlangano yomphakathi okwenziwe kuye isicelo sokufinyelela, kumele ngesaziso acela umcéli ukuthi akhokhe imali yesicelo echaziwe (uma ikhona), ngaphambi kokuqhubeka nokucubungula isicelo.

¹⁰ Isigaba 54(1) soMthetho we-PAIA

Inhloko yenhlangano yabizimele okwenziwe kuye isicelo sokufinyelela kumele ngesaziso icela umcéli ukuthi akhokhe imali yesicelo echaziwe (uma ikhona), ngaphambi kokuqhubeka nokucubungula isicelo.

¹¹ Isigaba 92(1) soMthetho we-PAIA sinikeza ukuthi—

“UNgqongqoshe angakwazi, ngesaziso esishicilelwe kuGazethi, ukwenza imithetho ephathelene—

(a) nanoma yiziphi izindaba okudingeka noma kuvunyelwe ukuthi zibhaliwe kulo Mthetho;

(b) nanoma yiziphi izindaba eziphathelele nezimali ezikhulunywa ngazo ezahlukeni 22 no-54;

(c) nanoma yiliphi izaziso elidingekayo kulo Mthetho;

(d) izindlela ezifanayo okufanele zisetshenziswe umphathi wezokulawula ulwazi wenhlangano yomphakathi lapho enquma ukuthi yiziphi izigaba zamarekhodi okumele zenziwe zitholakale ngokwesigaba 15; kanye

(e) nanoma yiliphi udaba lokuphatha noma oluhambisana nezinqubo oludingekayo ukuze kuqhutshekwe ngokuhambisana nezinhlaka zalo Mthetho.”

4.4. Amalungu omphakathi angabheka noma enze amakhophi eMhlahlandlela emahhovisi ezinhlangotho zomphakathi nezabazimele, kuhlenganise nasehovisi likaMlawuli, phakathi nezikhathi zokusebenza eziwayelekile.

4.5. Umhlahlandlela ungatholakala futhi-

4.5.1. ngokucela kuMphathi Wezokulawula Ulwazi;

4.5.2. kusuka kuwebhusayithi kaMlawuli (<https://www.justice.gov.za/inforeg/>).

4.6. Ikhophi yeMhlahlandlela iyatholakala futhi ngezilimi ezimbili ezisemthethweni ezilandelayo, ukuze ibhekwe umphakathi phakathi nezikhathi eziwayelekile zehhovisi.

4.6.1. English

4.6.2. isiZulu

5. IZIGABA ZAMAREKHODI E- CLARO CLINIC (PTY) LTD ATHOLAKALA NGOKUQONDA OKUNGAFUNDIWA NGUMUNTU OFUNA UKUFINYELELA

Isigaba Samarekhodi	Izinhlangotho Zerekhodi	Itholakala Kuwebhusayithi	Itholakala Ngokucacile
Amabhroshura Esibhedlela Nezikhungo	Ulwazi lwe-PDF ngesikhungo ngasinye: indawo, izinsiza (isb., ingqondo jikelele, ukulutha, ukunakekelwa kwentsha), izikhungo, imininingwane yokuxhumana.	X	X
Izinkombandlela Zohlelo Lokwelashwa	I-PDF/umbhalo mayelana nezindaba zempilo yengqondo, ukunakekelwa kwentsha, psychogeriatrics, ECT, TMS, ukwelashwa nge-ketamine, ukwelashwa kokulutha izinto.	X	X
Inqubomgomo Yomthetho we-POPI Nezifomu Zokwamukelwa	Inqubomgomo yobumfihlo ngaphansi kwe-POPI, izifomu zokwamukelwa, imibuzo evame ukubuzwa, izikhalazo/izimemezelo ze-PDF.	X	X

Amaqembu Okusekela Nezinhlelo Zokunakekela Ngemva Kokuphuma Esibhedlela	Izinhlelo zamaqembu okusekela (isb., ikhalenda lokunakekelwa ngemva kokuphuma esibhedlela) neminingwane yokusekelwa komndeni.	X	X
Izikhala Zomsebenzi Nezinketho Zomsebenzi	Uhlu lwemisebenzi ezikhungweni—amathuba emisebenzi kwezokwelapha, ukunakekela, ezokuphatha, noma ezokweseka	X	X
Imininingwane Yomsizi Wocingo NeYokuxhumana Okuvamile	Inombolo yomsizi wocingo amahora angu-24/7, amakheli e-imeyili, iziteshi zokuxhumana nomphakathi, ucingo/feksi/i-imeyili yesikhungo.	X	X
Ukuqinisekiswa Nokunikeza Imvume	Ukubhaliswa kuMnyango Wezempilo, izinkontileka zezinhlelo zezempilo, amadokhumenti esimo somhlinzeki wesevisi.	X	X
Izindatshana Nezinto Zokufunda	Izindatshana zebhulogi, amaphepha olwaziyo ngezihloko zempilo yengqondo, izimemezelo zezindaba, imicimbi ye-CPD (isb., i-Functional Neurological Disorder CPD yaseSoweto).	X	X

**6. INCACISO YAMAREKHODI E- CLARO CLINIC (PTY) LTD ATHOLAKALA
NGOKUHAMBISANA NANOMA YILIPHI ELINYE UMTHETHO**

Isigaba Samarekhodi	Umthetho Osebenzayo
Inkulumbo-mpikiswano yokusungulwa kwenkampani (MOI)	Umthetho Wezinkampani 71 ka-2008
Incwajana ye-PAIA	Umthetho Wokukhuthazwa Kokufinyelela Kolwazi 2 ka-2000
Inqubomgomo ye-POPIA nezifomu zemvume yeziguli	Umthetho Wokuvikelwa Kolwazi Lomuntu Siqu 4 ka-2013
Izinkontileka zokuqashwa, amaPayslip, amarekhodi e-UIF	Umthetho Wezimo Eziyisisekelo Zokuqashwa 75 ka-1997 Umthetho Wezobudlelwane Basebenza 66 ka-1995 Umthetho We-Inshurensi Yokungasebenzi 63 ka-2001

Amarekhodi Entela, i-VAT, i-PAYE	Umthetho Wentela Yengeniso 58 ka-1962 Umthetho Wentela Engezwe Enani 89 ka-1991
Ukuhambisana neMithetho Yezempilo Nokuphepha Emsebenzini	Umthetho Wezempilo Nokuphepha Emsebenzini 85 ka-1993
Amalayisensi Ochwepheshe Bezempilo Nezokunakekelwa Kwezempilo	Umthetho Wezokunakekelwa Kwezempilo 33 ka-2005 Umthetho Wobuchwepheshe Bezempilo 56 ka- 1974
Amarekhodi Ezokwelashwa, amaFayela Eziguli, Izincwadi Zokwamukelwa	Umthetho Kazwelonke Wezempilo 61 ka-2003 Umthetho Wokunakekelwa KwezeNgqondo 17 ka-2002
Amarekhodi Eziyimithi & Okubhaliswe Ezitolo Zemithi	Umthetho Wezidakamizwa Nezinto Ezihlobene 101 ka-1965
Isitifiketi se-BEE	Umthetho Wokukhuthaza Ukuhlomula Kwezimboni Kwabantu Abamnyama Ngokubanzi 53 ka-2003
Ukubhaliswa kwe-COIDA namarekhodi wokulimala emsebenzini	Umthetho Wokukhokhelwa Kwezimali Zokulimala Emsebenzini 130 ka-1993
Amarekhodi Ezempilo Yezemvelo	Umthetho Kazwelonke Wokuphathwa Kwezempilo Yezemvelo 107 ka-1998
Amarekhodi Emicimbi ye-CPD, amaLog wokufundisa	Umthetho Wobuchwepheshe Bezempilo 56 ka- 1974 Umthetho Wegunya Lezifundo LaseNingizimu Afrika 58 ka-1995
Izitatimende Zezimali Nezibuyekezo Zokuhlola Kwezimali	Umthetho Wezinkampani 71 ka-2008 Umthetho Wobuchwepheshe Bokuhlola Kwezimali 26 ka-2005
Izinhlelo Ze-Inshurensi Yomphakathi & Yokuzivikela	Umthetho We-Inshurensi Yesikhathi Esifushane 53 ka-1998
Amarekhodi Ez disciplinary kanye nezikhalazo	Umthetho Wezobudlelwano Basebenza 66 ka- 1995
Izinkontileka Zokuthengwa Kwempahla Nezabahlinzeki	Umthetho Wesimiso Sokuthengwa Kwempahla Ngokukhethekile 5 ka-2000

7. INCACISO YEZINHLOKO OKUGCINWE KUZO AMAREKHODI YINHLANGANO KANYE NEZIGABA ZAMAREKHODI EZIGCINWE KUSO ISIHLOKO NGASINYE YI-CLARO CLINIC (PTY) LTD

Izihloko lapho inhlangano igcina khona amarekhodi	Izigaba zamarekhodi
Amasu	- Izinhlelo Zamasu - Iziphakamiso Zebhizinisi - Izitatimende Zonyaka - Amadokhumenti Wamasu Wokumaketha Nokukhula
Ezabasebenzi (HR)	- Izinqubomgomo Nezinqubo ze-HR - Izikhangiso Zokuqasha kanye Namarekhodi Wezingxoxo Zomsebenzi - Izinkontileka Zokuqashwa - Amarekhodi Abaqashwa - Amarekhodi Ez disciplinary - Amarekhodi Wokuqeqeshwa Ne-CPD
Ezezimali	- Izitatimende Zezimali Zonyaka - Amaphrojethi Wesabelomali Nezibikezelo - Izinkokhelo Nezitatimende Zokwamukela - Izitatimende Zebhange - Izibuyekezo Zokuhlola Kwezimali
Ukuthengwa Kwempahla / Ukuphathwa Kwempahla (SCM)	- I-Database Yabahlinzeki - Ama-oda Okuthenga - Izivumelwano Zezinga Lenkonzo (SLA) - Izinkontileka Zabahlinzeki Nezingcaphuno
Izinsiza Zokunakekelwa Kwezempilo Nezokwelapha	- Amanothi Okunakekelwa Kwabahlengikazi - Izincwadi Zokwamukelwa Nokukhishwa - Izinhlelo Zokwelashwa - Izitatimende Zokuhlola / Ukuxilonga - Amanye Amarekhodi Ezempilo Yengqondo
Ezomthetho Nokuhambisana Nemithetho	- Incwajana ye-PAIA - Izinqubomgomo ze-POPIA - Izinhlelo Ze-inshurensi - Amalayisensi Nezimvume - Ukuxhumana Kwezomthetho - Ukufakwa Kwezibuyekezo Ezinhlanganweni Ezilawulayo
Ubuchwepheshe Bolwazi (ICT) Nezokuphathwa Kwemininingwane	- Izinqubomgomo ze-IT - Amarekhodi Okusetshenziswa Kwe-imeyili - Uhlu Lokulawula Ukufinyelela Kwezinhlelo - Amarekhodi Okusekelwa (Backups) - Amarekhodi Okwepulwa Kwedatha

Izikhungo Nokusebenza	- Izinhlelo Zokulungiswa Kwezinsiza - Imibiko Yempilo Nokuphepha Emsebenzini - Izitifiketi Zokuphepha Komlilo - Irejista Yempahla
Ezokwelapha Nezokulawula Imithi	- Amarekhodi Eziyimithi Ezibekwe Ngezinhlalo (Schedule Drugs) - Amarekhodi Ezincwadi Zemithi - Amarekhodi Okulawulwa Kwesitoko - Izitifiketi Zokubhujiswa / Ukulahlwa Kwemithi
Ukumaketha Nokuxhumana	- Okuqokethwe Kwiwebhusayithi - Ukuxhumana Kwezokuxhumana Komphakathi - Izinto Zokuzibandakanya Nomphakathi
Ukuqinisekiswa Kwekhwalithi Nokuphathwa Kwezingozi	- Imibiko Yezigameko - Amarekhodi Ezingxoxo / Impendulo Yeziguli - Amarekhodi Ezikhalazo Nezindumiso - Irejista Yobungozi - Izinhlelo Zokuthuthukiswa Kwekhwalithi
Ukuqeqeshwa Nentuthuko	- Amarekhodi Okubamba Imicimbi ye-CPD - Izinhlelo Zokuqeqeshwa - Amarekhodi Wokuqeqeshwa Kwangaphakathi - Izitifiketi Zokuqeda Ukuqeqeshwa
Ibhodi Nobuholi Benkampani	- Imizuzu Yemihlangano Yebhodi - Izingqomo Ezigunyaziwe - Izitatimende Zokuziveza Kwabaqondisi - Irejista Yamasheya

8. UKUCUBUNGULA ULWAZI LOMUNTU SIQU

8.1 Inhlalo Yokucubungula Ulwazi Lomuntu Siqu

Claro Clinic (Pty) Ltd icubungula ulwazi lomuntu siqu ngezinhloso ezilandelayo:

- Ukwamukela, ukwelapha, nokuphatha iziguli ngaphakathi kwenethiwekhi yayo yezikhungo zokunakekelwa kwengqondo
- Ukuhambisana nezibopho ezibekwe umthetho wezempilo (isb. Umthetho Wokunakekelwa KwezeNgqondo, Umthetho Kazwelonke Wezempilo)
- Ukuxhumana neziguli, abahlinzeki bezempilo, abasebenzi, abahlinzeki bezimpahla, kanye nezikhungo ezilawulayo
- Ukuphathwa kwezabasebenzi kuhlenganisa ukuqasha, ukuqashwa kanye nokucutshungulwa kwamaholo
- Ukuhlawuliswa kwezinhlelo zezempilo kanye nokucutshungulwa kwezinkokhelo
- Ukuhlola nokuqinisekisa iziqu kanye nemibiko yesizinda yabasebenzi noma abangaphansi kwezinkontileka
- Ngezinjongo zomthetho, zokuhlola kwezimali, nokuhambisana nemithetho

- Ukuze kwenziwe ukumaketha nokuzibandakanya nababambiqhaza (ngemvume, uma kudingekile)

8.2 Incazelo Yezigaba Zabantu Okuthathwa Ulwazi Labo Kanye Nolwazi Oluhlobene Nabo noma Izigaba Zalo

Izigaba Zabantu Okuthathwa Ulwazi Labo	Ulwazi Lomuntu Siqu Olungase Lucutshungulwe
Iziguli	Igama eligcwele, inombolo ye-ID noma yokuphepha, imininingwane yokuxhumana, ulwazi lwe-medical aid, umlando wezempilo, ukuxilongwa, amanothi okwelashwa, amarekhodi okwamukelwa, imibiko yokukhishwa, ukuhlolwa kwengqondo
Abasebenzi	Igama, inombolo ye-ID, imininingwane yokuxhumana, ikheli lokuhlala, iziqu, umlando wobugebengu noma wesikweletu, ubulili, ubuhlanga, amarekhodi okusebenza, imininingwane yasebhange
Abahlinzeki Bezinsiza / Abakwa-Contractor	Igama lenkampani, inombolo yokubhaliswa, inombolo ye-VAT, umuntu wokuxhumana, imininingwane yokuxhumana, izinkomba zokuhweba, isimo se-B-BBEE, imininingwane ye-akhawunti yasebhange
Ochwepheshe Bezempilo	Igama, inombolo ye-ID, imininingwane yokuxhumana, Inombolo Yokubhaliswa Kwezobuchwepheshe (HPCSA), ubuchwepheshe obukhethekile, iziqu, inqubomgomo yokuhlanganiswa kwezingozi zomsebenzi (malpractice cover), amarekhodi e-CPD
Abafake Izicelo Zomsebenzi	Igama, inombolo ye-ID, i-CV, umlando wokusebenza, iziqu, izinkomba, ukuhlolwa kobugebengu/nokukweleta (uma kudingekile)
Amalungu Omndeni Wesiguli / Abaseduze Naso	Igama, ubudlelwano nesiguli, inombolo yokuxhumana, ikheli (ngezizathu eziphuthumayo noma zemvume)
Izivakashi Zewebhusayithi / Abasebenzisi Bezokuxhumana	Okuqukethwe kwemibono noma imiyalezo efakiwe (uma kwethulwe)

8.3 Abamukeli noma Izigaba Zabamukeli Abangathola Ulwazi Lomuntu Siqu

Isigaba Solwazi Lomuntu Siqu	Abamukeli noma Izigaba Zabamukeli Abangathola Ulwazi Lomuntu Siqu
Izinombolo zoMazisi kanye namagama (ukuze kuhlolwe ubugebengu)	Amaphoyisa aseNingizimu Afrika (SAPS)
Iziqu (ukuze ziqinisekise)	Igunya Lezifundo LaseNingizimu Afrika (SAQA)
Ulwazi lwe-medical aid nolokwelashwa	Izinhlalo Zezempilo / AbaPhathi (isb. Discovery, Bonitas)
Amarekhodi eziguli (angathile, njengoba kuvunyelwe)	Odokotela Ababhekisa / Ochwepheshe Bangaphandle (ngemvume)
Ulwazi lwamaholo nentela	Inhlango Yezintela YaseNingizimu Afrika (SARS)
Amarekhodi okuqashwa kanye neminingwane ye-UIF	UMnyango Wezabasebenzi Nezokuqashwa
Imininingwane yokuxhumana yokumaketha (uma kuvunyelwe)	Abahlinzeki Bezinsiza Zokumaketha Ngokuqondile (ngemvume yomuntu othintekayo)

8.4 Ukuhanjiswa Kolwazi Lomuntu Siqu Ngaphandle Kwezwe

Claro Clinic (Pty) Ltd ingase idlulisele noma igcine ulwazi lomuntu siqu ngaphandle kweRiphabhulikhi yaseNingizimu Afrika kulezi zimo ezilandelayo:

- Izinsizakalo zokugcinwa kweminingwane efwini kanye nezokusekelwa (isb. i-Microsoft 365, i-Google Cloud, noma abahlinzeki abafanayo), ezingagcina idatha emazweni afana ne-Ireland, Netherlands, United States, noma United Kingdom
- Abacubunguli abangaphandle (isb. abahlinzeki be-imeyili, amapulatifomu okuphathwa kokwelashwa) lapho ingqalasizinda yamukelekile ngaphandle kweNingizimu Afrika

Kusetshenziswa kuphela abahlinzeki bezinsiza abahambisana nemithetho yokuvikelwa kwedatha efanayo ne-POPIA noma abaphethe izivumelwano eziqinisekisa ukuvikeleka okwanele.

Izigaba zolwazi lomuntu siqu oludlulisiwe:

- Imininingwane yokuxhumana yabasebenzi neziguli
- Amarekhodi ezempilo (agcinwa ngendlela evikelekile nge-encryption)
- Amarekhodi okusebenza nezezimali

8.5 Incazelo Ejwayelekile Yezinyathelo Zokuvikeleka Kolwazi Ezizofakwa Umuntu Ophethe Ukucubungula Ulwazi

Claro Clinic (Pty) Ltd yenza izinyathelo ezilandelayo ukuvikela ubumfihlo, ubuqotho, nokutholakala kolwazi lomuntu siqu:

- Ukulawula ukufinyelela: Ukufinyelela okusekelwe ezindimeni kumasistimu namafayela angokwenyama
- Ukufihlwa kwedatha: Ngokwe-encrypt ngesikhathi sokuphumula nangenkathi ithunyelwa (isb. SSL/TLS, amadivayisi agciniwe ngogesi)
- Ukuvikeleka kwenethiwekhi: Ukusebenzisa ama-firewall, izinhlelo zokuthola/zokuvimbela ukungena okungagunyaziwe
- Ukuvikeleka kwamapulatifomu: Isofthiwe ye-antivirus ne-anti-malware kuwo wonke amapulatifomu
- Ukuqinisekiswa komsebenzisi: Amaphasiwedi avikelekile kanye, uma kudingekile, ne-multi-factor authentication
- Izisekelo zokugcina: Ukuhlolwa kwansuku zonke kwe-backups oku-encryptiwe kugcinwe ngaphandle kwesayithi noma efwini
- Ukuqeqeshwa kwabasebenzi: Ukuqeqeshwa okuvamile nge-POPIA kanye nezivumelwano zobumfihlo
- Ukuchithwa okuphephile: Ukushefa kwamadokhumenti aphephile; ukusulwa okuphephile kwedatha yedijithali
- Amarekhodi okuhlola: Ukugcinwa kwemilando yokungena ezinhlelweni ezibucayi nokuhlolwa kwazo
- Izinkontileka zabathintekayo: Izivumelwano zezingqalasizinda eziqinisekisa ukuhambisana ne-POPIA kubahlinzeki nezinsizakalo zangaphandle

9. UKUTHOLAKALA KWEMANUWALI

9.1 Ikhophi yeManuwali iyatholakala:

- 9.1.1 uwebhusayithi ye-Life Path Health: www.lifepathgroup.co.za;
- 9.1.2 emahhovisi e- Claro Clinic (Pty) Ltd, mahhala phakathi nezinsuku zokusebenza ezijwayelekile;

9.1.3 kuMlawuli Wezolwazi (Information Regulator) uma kucelwa

9.2 Imali yokukopisha iManuwali, njengoba kuchazwe ku-Annexure B yemithethonqubo, kufanele ikhokhwe ngekhophi ngayinye ye-A4 eyenziwe ngephhotokhophi.

10. UKUBUYEKEZWA KWEMANUWALI

Isikhulu Sezokwaziswa (Information Officer) se-Life Path Health (Pty) Ltd sizobuyekeza le manuwali ngezikhathi ezithile..

Kukhishwe ngu

Daniel Van Dalen
Financial Director