PAIA MANUAL

PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 (AS AMENDED) AND THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

FOR

DERMANU LASER AND AESTHETICS (PTY) LTD

(REGISTRATION NUMBER: 2024/205417/07)

1. List of Acronyms and Abbreviations

- **"CIPC":** Companies and Intellectual Property Commission
- **"IO":** Information Officer
- **"PAIA":** Promotion of Access to Information Act No. 2 of 2000
- **"POPIA":** Protection of Personal Information Act No. 4 of 2013
- **"Regulator":** The Information Regulator of South Africa
- **"The Company":** DermaNu Laser and Aesthetics (Pty) Ltd

2. Purpose of this PAIA Manual

This PAIA Manual is useful for the public to:

- Check the categories of records held by the Company which are available without submitting a formal PAIA request.
- Understand how to submit a request for access to a record held by the Company.
- Review the legal frameworks and statutes under which Company records are maintained.
- Understand how the Company processes personal information, including the purposes of processing, categories of data subjects, recipients, transborder data flows, and security measures under POPIA.

3. Key Contact Details for Access to Information

3.1 Company Details

- **Full Registered Name:** DermaNu Laser and Aesthetics (Pty) Ltd
- **Trading Name:** DermaNu Laser and Aesthetics
- **CIPC Registration Number:** 2024/205417/07
- **VAT Registration Status:** Not VAT registered
- **Registered Physical Address (CIPC):** 14 Railton Place, Bellevue, Pietermaritzburg, KwaZulu-Natal, 3201

- **Primary Operational Address:** 11 Hans Schoeman Street, Malanshof, Randburg, Gauteng, 2194
- **Main Business Telephone:** +27 72 222 3232
- **General Email:** info@dermanuaesthetics.co.za
- **Website:** https://dermanuaesthetics.co.za

3.2 Information Officer Details

- **Information Officer:** Stacey Munro
- **Position / Title:** Director
- **Email Address:** stacey@dermanuaesthetics.co.za
- **Contact Number:** +27 72 222 3232
- **Registration Status:** Registered with the Information Regulator
- **Deputy Information Officer:** None designated

4. Guide on How to Use PAIA and How to Obtain Access to the Guide

The Information Regulator has updated and published a Guide in terms of Section 10(1) of PAIA on how to exercise rights under the Act. The Guide is available in all official languages from the Information Regulator:

- **The Information Regulator (South Africa)**
  - **Physical Address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
  - **Postal Address:** P.O. Box 31533, Braamfontein, Johannesburg, 2017
  - **General Email:** enquiries@inforegulator.org.za
  - **PAIA Complaints Email:** PAIAComplaints@inforegulator.org.za
  - **Website:** https://inforegulator.org.za/

5. Categories of Records Available Without a Formal Request

The following records are automatically available to the public without submitting a formal PAIA Form 02 request:

- **Website Documents:** Published Privacy Policy, Terms & Conditions, and PAIA Manual.
- **Compliance Documents:** B-BBEE Certificate (Certificate No. 9406358453).

6. Description of Records Available in Accordance With Other Legislation

The Company retains records in compliance with the following South African legislation where applicable:

- Basic Conditions of Employment Act 75 of 1997
- Companies Act 71 of 2008
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Promotion of Access to Information Act 2 of 2000

- Protection of Personal Information Act 4 of 2013

7. Description of the Subjects on Which the Body Holds Records

The Company maintains records on the following subjects:

- **Statutory & Governance:** CIPC incorporation certificates, Memorandum of Incorporation (MOI), director records, annual returns, and statutory disclosures.
- **Financial & Accounting:** Financial statements, general ledgers, tax returns, bank records, invoices, customer receipts, and expense vouchers (managed in conjunction with Feilds Accounting, Pietermaritzburg).
- **Client & Service Delivery:** Aesthetic treatment records, consultation notes, client consent documentation, service schedules, and sales histories.
- **Human Resources & Payroll:** Internal employment contracts, remuneration records, leave registers, and administrative payroll documentation (managed internally).
- **IT & Operations:** Digital backups maintained via secure cloud systems (Google Drive). Premises access control and local IT network infrastructure are managed by the premises provider.

8. Processing of Personal Information (POPIA)

8.1 Purpose of Processing Personal Information

The Company processes personal information for the following purposes:

- Scheduling, administering, and delivering laser skin treatments, laser hair removal, Dermapen 4 microneedling, and skin peels.
- Invoicing, payment processing, accounting, and regulatory tax compliance.
- General client communication and record-keeping required for health and safety consent protocols.
- Internal administration and HR management.

8.2 Categories of Data Subjects and Information Processed

Category of Data Subject	Categories of Personal Information Processed
Clients / Customers	Full name, contact details, identity number, treatment consent notes, skin assessment records, payment history, and consultation details.
Employees / Director	Full name, contact details, ID number, employment contract, tax records, and banking details for payroll.
Service Providers / Vendors	Vendor contact details, banking details, invoices, and service agreements.

8.3 Recipients or Categories of Recipients to Whom Personal Information May Be Supplied

The Company may share personal information with:

- **External Accounting Firm:** Feilds Accounting (Pietermaritzburg) for statutory accounting and tax administration.

- **Cloud Infrastructure Providers:** Google Drive for encrypted cloud storage and data backups.

8.4 Transborder Data Flows

Personal information stored via Google Drive may be hosted on secure servers located outside South Africa. The Company ensures that transborder storage complies with Section 72 of POPIA through adequate cloud data protection standards and encryption.

8.5 Security Measures Implemented

- Physical files are secured in restricted access physical storage.
- Digital files and backups are stored via Google Drive with restricted user access controls.
- Operational network security and physical premises protection are managed by the primary facility provider.

9. Procedure for Requesting Access to Records

1. **Submission of Form:** The requester must complete Form 02 (Request for Access to Record of Private Body) as issued by the Information Regulator.
2. **Addressing the Request:** Send the completed form to the Information Officer via email at stacey@dermanuaesthetics.co.za.
3. **Information Required:**
   - Details enabling the Information Officer to identify the requested record(s).
   - Contact details and identity details of the requester.
   - The form of access required.
   - Clear specification of the right being exercised or protected.
4. **Fees:** Applicable request fees (as prescribed under PAIA regulations) must be settled before processing, unless exempted.
5. **Decision:** The Information Officer will notify the requester of the outcome within 30 calendar days.

10. Availability and Updating of the Manual

- This Manual is available for inspection at the primary operational address: 11 Hans Schoeman Street, Malanshof, Randburg, Gauteng, 2194.
- This Manual is available digitally on the Company's website at https://dermanuaesthetics.co.za.
- The Information Officer will update this Manual regularly as required.
- **Last updated:** 30 September 2026.