CareWorks
Hands on Health - Care that Works

CareWorks Access to Information Manual

Prepared under section 51 of the Promotion of Access to Information Act 2 of 2000 and section 17 of the Protection of Personal Information Act 4 of 2013

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Important This manual explains how to request access to records held by CareWorks. It does not mean that every listed record is automatically available. Each request is considered under PAIA, POPIA and other applicable law.

www.careworks.co.za | informationofficer@careworks.co.za | +27 21 673 5300

Contents

1 Acronyms and definitions
2 About CareWorks and the purpose of this manual
3 Contact details for access to information
4 The Information Regulator's PAIA Guide
5 Records available without a formal PAIA request
6 Records held under other legislation
7 Subjects and categories of records held by CareWorks
8 Processing of personal information
9 How to request access to a record
10 How CareWorks deals with a request
11 Fees
12 Remedies and complaints
13 POPIA rights requests
14 Availability of this manual
15 Review and approval
Annexure A Request checklist
Annexure B Forms and official resources

How to use this manual

If you want a record that is already public, start with section 5. For any other record, use the steps in section 9 and the checklist in Annexure A. Sections 10 to 12 explain the decision process, fees and remedies. Section 13 covers requests to exercise rights under POPIA.

Legal status

This manual is published for CareWorks as a private body. It must be read with PAIA, the PAIA Regulations, POPIA and any law that protects confidential, privileged, health, commercial or third-party information. If this manual conflicts with applicable law, the law prevails.

1 Acronyms and definitions

Term	Meaning
CareWorks, we, us or our	CareWorks (Pty) Ltd, registration number 2003/024215/07
Data subject	The person to whom personal information relates
Information Officer	The head of CareWorks for PAIA purposes and the information officer contemplated in POPIA
Operator	A person who processes personal information for CareWorks under a mandate or contract, without being under CareWorks' direct authority
PAIA	Promotion of Access to Information Act 2 of 2000, as amended
PAIA Regulations	Regulations Relating to the Promotion of Access to Information, 2021, as amended
Personal information	Information relating to an identifiable living natural person and, where applicable, an identifiable existing juristic person, as defined in POPIA
POPIA	Protection of Personal Information Act 4 of 2013
Record	Recorded information, in any form or medium, in CareWorks' possession or under its control, whether created by CareWorks or another person
Regulator	Information Regulator established under POPIA
Requester	A person, or a person acting on behalf of another person, who requests access to a CareWorks record under PAIA
Responsible party	The person who determines the purpose of and means for processing personal information
Special personal information	The categories listed in POPIA, including health, biometric, race or ethnic origin, religious or philosophical beliefs, political persuasion, trade-union membership, sex life and criminal-behaviour information

2 About CareWorks and the purpose of this manual

2.1 About CareWorks

CareWorks is a South African health services company. It provides tailored health and wellness programmes to employers, life and disability insurers, medical schemes, public-health bodies and other organisations. Depending on the programme, services may include screening and prevention, chronic and managed-care support, disability and return-to-work support, injury and case management, digital engagement, clinical coordination, reporting and health-technology services.

CareWorks may act as a responsible party for some processing and as an operator for clients in other programmes. The applicable contract, mandate and law determine CareWorks' role for a particular record or processing activity.

2.2 Purpose

Section 51 of PAIA requires a private body to publish a manual that helps a person identify and request its records. Section 17 of POPIA requires a responsible party to maintain documentation of its processing operations. This manual therefore:

- identifies CareWorks and the person responsible for PAIA requests;
- describes the records CareWorks holds and records that may be available without a formal request;
- explains how CareWorks processes personal information, including typical recipients, cross-border processing and security measures; and
- sets out the procedure, fees, time periods and remedies that apply to access requests.

2.3 Right of access

Under section 50 of PAIA, a requester may obtain a record of a private body if the record is required for the exercise or protection of a right, the requester follows the prescribed procedure, and no ground of refusal applies. Access is not automatic merely because a record category appears in this manual.

3 Contact details for access to information

Item	Contact details
Private body	CareWorks (Pty) Ltd
Registration number	2003/024215/07
Information Officer	Gavin Walton, Chief Executive Officer
PAIA and POPIA email	informationofficer@careworks.co.za
Telephone	+27 21 673 5300
Physical address	Block B, Regent Square, 5 Doncaster Road, Kenilworth, Cape Town, 7708, South Africa
Postal address	PO Box 23460, Claremont, Cape Town, 7735, South Africa
Website	www.careworks.co.za

Submission address Send formal PAIA requests, proof of identity and authority, and POPIA rights requests to informationofficer@careworks.co.za. Do not send clinical emergencies or requests for medical advice to this address.

A Deputy Information Officer may deal with a request if formally designated or delegated. CareWorks will route requests received at the address above to the authorised person.

4 The Information Regulator's PAIA Guide

The Information Regulator publishes the Guide on how to use PAIA under section 10 of the Act. The Guide explains the objects of PAIA, how to make a request, the assistance available from information officers and the Regulator, applicable fees, available remedies and related matters. It is available in all official languages and in Braille.

The Guide may be inspected at CareWorks' office during normal business hours by prior arrangement. Electronic copies are available from the Information Regulator's website.

Information Regulator	Details
Physical address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Postal address	PO Box 31533, Braamfontein, Johannesburg, 2017
Telephone	010 023 5200
Toll-free	0800 017 160
General enquiries	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
Website	https://inforegulator.org.za

5 Records available without a formal PAIA request

The following records are generally available without submitting PAIA Form 2, subject to website availability, confidentiality, copyright and any legal restriction. CareWorks may ask a person to use the formal process if a requested item is not already public or if identifying, retrieving or assessing it requires a PAIA decision.

Category	Examples	How to access
Company information	Company profile; service and programme descriptions; published contact details	CareWorks website or written request
Governance and compliance	Current privacy notice; website terms; this manual; published policies and notices	CareWorks website
PAIA and POPIA forms	Access request; outcome and fee notice; objection; correction or deletion forms	CareWorks access-to-information page or Regulator website
Credentials	B-BBEE certificate or affidavit and other published credentials	CareWorks website or written request, if current and public
Public communications	Articles, notices, media statements, reports and resources intended for public distribution	CareWorks website or relevant publication channel
Recruitment	Publicly advertised vacancies and application instructions	CareWorks website or recruitment platform
Statutory public records	Company registration information available through the Companies and Intellectual Property Commission	Relevant public registry, subject to its process and fees

Records published by CareWorks may be downloaded, inspected online or requested in the available format. Copyright and permitted-use restrictions remain applicable.

6 Records held under other legislation

CareWorks may hold records required by the following legislation, among other laws that apply to its activities. Inclusion does not make a record automatically available. Access remains subject to the relevant legislation and to PAIA's grounds of refusal.

Legislation	Typical CareWorks records
Basic Conditions of Employment Act 75 of 1997	Employment particulars, leave, working time and remuneration records
Broad-Based Black Economic Empowerment Act 53 of 2003	Verification, supplier and transformation records
Companies Act 71 of 2008	Corporate, governance, securities and accounting records
Compensation for Occupational Injuries and Diseases Act 130 of 1993	Registration, workplace injury and compensation-related records
Consumer Protection Act 68 of 2008	Consumer-facing terms, complaints and service records where applicable
Cybercrimes Act 19 of 2020	Cybercrime reports, evidence-preservation and related records where applicable
Electronic Communications and Transactions Act 25 of 2002	Electronic communications, transaction and website records
Employment Equity Act 55 of 1998	Employment-equity plans, reports and workforce information
Health Professions Act 56 of 1974	Professional registration and clinical records where applicable
Income Tax Act 58 of 1962	Tax, payroll and supporting financial records
Labour Relations Act 66 of 1995	Labour-relations, disciplinary and dispute records
Medical Schemes Act 131 of 1998	Scheme-related programme and service records where applicable
National Health Act 61 of 2003	Health-service, consent, confidentiality and health-record information
National Qualifications Framework Act 67 of 2008	Qualifications and training records where applicable
Nursing Act 33 of 2005	Nursing registration and professional-practice records where applicable
Occupational Health and Safety Act 85 of 1993	Health, safety, incident and workplace records
Promotion of Access to Information Act 2 of 2000	PAIA manual, requests, decisions and request administration
Protection of Personal Information Act 4 of 2013	Processing documentation, security and data-subject request records
Skills Development Act 97 of 1998	Workplace skills and training records
Skills Development Levies Act 9 of 1999	Levy and related records
Tax Administration Act 28 of 2011	Tax administration and supporting records
Unemployment Insurance Act 63 of 2001	Employee and benefits-related records
Unemployment Insurance Contributions Act 4 of 2002	Contribution and payroll records
Value-Added Tax Act 89 of 1991	VAT, invoice and accounting records

7 Subjects and categories of records held by CareWorks

CareWorks holds records in the categories below. A category may include paper, electronic, audio, image, video, database, system-log and correspondence records. Some records are held by contracted operators or service providers on CareWorks' behalf.

Subject	Record categories
Corporate and governance	Incorporation documents; registers; shareholder, director and committee records; policies; delegations; minutes; resolutions; licences and accreditations
Strategy and management	Business plans; budgets; management reports; operational plans; internal communications; performance information
Clients, funders and contracts	Proposals; tenders; due diligence; contracts; service-level agreements; instructions; correspondence; billing; account and relationship records
Programme operations and service delivery	Programme design; enrolment; eligibility; service interactions; referrals; case and workflow records; quality reviews; outcomes; reports
Participants, beneficiaries, claimants and members	Identity and contact data; consent; health, disability, injury and case information; benefits or programme data; communications; complaints and preferences
Clinical and quality governance	Clinical protocols; guidelines; audit and quality records; professional-registration records; incident and adverse-event records; provider oversight
People and recruitment	Applications; identity and background checks; contracts; payroll; benefits; performance; leave; training; discipline; occupational-health and separation records
Finance, tax and audit	Accounting records; bank and payment information; invoices; asset registers; tax; forecasts; management accounts; annual financial statements; audit records
Procurement and service providers	Supplier onboarding; quotations; contracts; due diligence; invoices; operator agreements; performance and risk records
Technology, data and intellectual property	System architecture; software; licences; source code; data dictionaries; access and audit logs; cybersecurity; incidents; backups; domain and device records
Legal, compliance and risk	Legal advice; litigation; disputes; regulatory engagement; insurance; risk registers; compliance monitoring; investigations; PAIA and POPIA records
Facilities and safety	Leases; access-control records; visitor registers; security footage; equipment; maintenance; health and safety; incident records
Marketing, websites and communications	Brand and campaign materials; mailing lists; website content; cookie and analytics records; publications; media and event records
Research, analytics and reporting	Survey data; research protocols; de-identified or aggregated datasets; statistical analyses; monitoring and evaluation; reports

8 Processing of personal information

8.1 Purposes of processing

CareWorks processes personal information only for a defined and lawful purpose and only to the extent permitted by POPIA and other applicable law. Depending on the programme and CareWorks' role, the purposes may include:

- providing, administering and improving health, wellness, disability, injury, case-management and related services;
- confirming identity, eligibility, enrolment, consent and authority;
- coordinating services with clients, funders, healthcare professionals and approved service providers;
- communicating with participants, clients, employees, applicants, suppliers and website users;
- managing employment, recruitment, payroll, benefits, training, safety and workforce obligations;
- contracting, procurement, billing, payment, audit, reporting and business administration;
- operating, securing, testing and supporting websites, applications, platforms, devices and information systems;
- quality assurance, clinical governance, risk management, fraud prevention, incident management and business continuity;
- research, monitoring, evaluation, statistics and analytics, with de-identification or aggregation where appropriate;
- meeting legal, regulatory, professional, tax, reporting and record-keeping duties; and
- establishing, exercising or defending legal claims and responding to lawful requests from authorities.

8.2 Categories of data subjects and personal information

Data subject	Typical personal information
Website users and enquirers	Identity and contact details; enquiry and correspondence; communication preferences; IP address, device, browser, cookie, analytics and usage information
Clients, funders and their representatives	Identity, role, employer and contact details; contracts and instructions; billing and payment data; correspondence; access credentials; meeting and service records
Programme participants, beneficiaries, claimants and members	Identity, contact and demographic details; employment, membership, policy, benefit and eligibility data; consent and preferences; health, disability, injury, clinical, treatment, medication, case, referral and outcome information; service communications
Employees, contractors and former workers	Identity, contact, demographic, family and emergency-contact data; recruitment and background information; employment, performance, leave, training, payroll, banking, tax, benefit, health, disability, safety, disciplinary and separation records; system and access logs
Job applicants	Identity and contact details; CV, education, qualifications, employment history, references, screening and interview records; remuneration expectations; legally permitted demographic or background information
Healthcare professionals and service partners	Identity and contact details; registration, qualifications, credentials and practice information; contracts, billing, service, quality and correspondence records
Suppliers, operators, consultants and advisers	Identity and business contact details; company and ownership information; contracts; due diligence; banking, tax, invoice, service, security and performance records
Directors, shareholders and investors	Identity, contact, governance, statutory, financial-interest, fit-and-proper and transaction information
Visitors	Name, organisation, contact details, host, access time, access-card information, vehicle details and security footage
Survey, training or research participants	Identity and contact details where needed; consent; attendance; responses; assessments; demographic, health or other information defined by the activity

CareWorks may process special personal information, particularly health and disability information, when a legal ground under POPIA applies. It may process children's personal information only where authorised by law, consented to by a competent person where required, or otherwise permitted under POPIA.

8.3 Recipients and categories of recipients

CareWorks may disclose personal information only where authorised and necessary. Recipients may include:

- clients, funders, insurers, medical schemes and other responsible parties, within the governing mandate and agreed reporting rules;

- healthcare professionals, clinics, laboratories, pharmacies, hospitals, emergency services and other service providers involved in authorised care or support;
- operators providing hosting, cloud, software, communications, analytics, security, payment, document, customer-support or professional services;
- banks, auditors, insurers, legal advisers, accountants and other professional advisers;
- regulators, professional bodies, statutory institutions, tax authorities and public bodies where disclosure is required or authorised; and
- courts, law-enforcement bodies, investigators or other persons where necessary to comply with law or protect rights.

CareWorks requires operators to process personal information only under a written mandate, to maintain appropriate security safeguards and to notify CareWorks of security compromises as required by POPIA.

8.4 Trans-border flows

CareWorks may store, access or process personal information outside South Africa when using cloud, communications, support, analytics or other service providers, or when delivering programmes across national borders. A transfer will take place only if it complies with section 72 of POPIA. CareWorks uses an applicable safeguard such as an adequate level of protection, a binding agreement, the data subject's consent, contractual necessity or another lawful basis recognised by POPIA.

The country, recipient and safeguard depend on the relevant service or programme. A person may ask the Information Officer for more information about a material transfer affecting that person, subject to security, confidentiality and contractual restrictions.

8.5 Information security measures

CareWorks uses reasonable technical and organisational measures appropriate to the nature of the information and the foreseeable risks. These may include:

Control area	Examples
Governance	Information-security and privacy policies, assigned responsibilities, risk assessment and compliance oversight
Access control	Role-based access, least privilege, identity management, password controls and multi-factor authentication where appropriate
Protection of systems and data	Secure configuration, endpoint and network controls, malware protection, encryption or equivalent safeguards where appropriate, and controlled data exchange
Assurance and monitoring	Logging, monitoring, vulnerability management, patching, testing, audit and incident investigation
Resilience	Backups, recovery measures, continuity planning and disaster-recovery procedures
People and providers	Confidentiality duties, awareness and training, screening where appropriate, operator due diligence and security clauses
Information lifecycle	Data minimisation, retention schedules, secure archiving, de-identification and secure destruction
Physical safeguards	Premises security, visitor management and protection of paper records and equipment

No security measure can remove all risk. CareWorks maintains procedures to assess and respond to suspected compromises and will notify the Information Regulator and affected data subjects when POPIA requires notification.

9 How to request access to a record

9.1 Prescribed form

Use PAIA Form 2, Request for Access to Record, prescribed under the PAIA Regulations. The form is available on CareWorks' access-to-information page and the Information Regulator's website. A written request that contains all prescribed information may be accepted, but using Form 2 reduces delay.

9.2 Information required

A request should:

- identify the requester and provide suitable contact details;
- provide enough detail to identify the requested record;
- identify the right the requester seeks to exercise or protect and explain why the record is required for that purpose;
- state the preferred form of access and, where relevant, the preferred language;
- state whether the requester wants to be informed of the decision in another manner and provide the necessary details;
- include proof of identity; and
- if made for another person, include proof of authority and sufficient information to identify that person.

9.3 Submission

Send the completed form and supporting documents to the Information Officer at informationofficer@careworks.co.za, deliver them to the physical address in section 3, or post them to the postal address in section 3. Electronic submission is preferred because it creates a dated record and speeds up correspondence.

9.4 Assistance and accessibility

If a requester cannot complete the form because of disability, literacy, language or another reasonable barrier, the requester may contact the Information Officer for assistance. CareWorks may ask for clarification where the record, right, authority or requested form of access is unclear. If another body holds the requested record, CareWorks will advise the requester where reasonably possible; PAIA does not require a private body to transfer the request.

10 How CareWorks deals with a request

Stage	What happens
1 Acknowledge and validate	CareWorks records the request, checks the prescribed information, identity and authority, and may ask for clarification.
2 Request fee	CareWorks may require payment of the prescribed request fee before further processing.
3 Search and assessment	CareWorks searches for the record and considers PAIA, POPIA, confidentiality, privilege and the rights of third parties.
4 Third-party notice	Where PAIA requires consultation, CareWorks notifies the affected third party and considers any representation or consent.
5 Decision	CareWorks ordinarily gives written notice within 30 days after receiving a valid request, subject to a lawful extension.
6 Access or refusal	If granted, access follows after payment of any access fee. If refused, the notice gives adequate reasons without revealing protected content and explains the remedy.

10.1 Time periods

CareWorks must decide a request as soon as reasonably possible and within 30 days, unless the period is extended under section 57 of PAIA. A single extension of no more than 30 days may be used where, for example, the request covers many records, records must be searched for at another office, consultations are required, or the requester agrees. CareWorks will give written notice of the extension and reasons. A failure to decide within the applicable period is treated as a refusal.

10.2 Third parties

If a requested record may contain protected personal, commercial, confidential or research information about a third party, CareWorks may have to notify that party. PAIA generally requires the notice within 21 days after receipt of the request. The third party may make representations or consent to disclosure. CareWorks will decide the request after following the prescribed process.

10.3 Grounds of refusal and partial access

PAIA requires or permits CareWorks to refuse access in defined circumstances. These include unreasonable disclosure of a third party's personal information; protected commercial or confidential information; risks to safety or security; legally privileged material; CareWorks' commercial information; and protected research information. Other laws may also restrict disclosure.

Where a protected part can reasonably be separated from the rest of a record, CareWorks will provide the remainder. The public-interest override in section 70 of PAIA applies where the statutory requirements are met.

10.4 Health records

If disclosure of health information to a requester could cause serious harm to that person's physical or mental health or well-being, CareWorks may apply the process in section 61 of PAIA. This may include consulting a health practitioner nominated by the requester and making access available through that practitioner where the Act permits.

10.5 Records that cannot be found or do not exist

If CareWorks has taken all reasonable steps but cannot find the requested record, or has reason to believe it does not exist, the Information Officer will notify the requester by affidavit or affirmation as required by section 55 of PAIA. If the record is later found, CareWorks will consider access in accordance with PAIA.

11 Fees

PAIA permits prescribed request and access fees. CareWorks will issue a fee notice where payment is required. Processing may be paused until the applicable request fee or deposit has been paid. If the prescribed fee schedule changes, the fee legally in force on the date of the request prevails over this table.

Item	Basis	2026 amount
Request fee	Per request	R140
Photocopy or printed black-and-white A4 page	Per page or part	R2
Printed copy of an A4 page held electronically	Per page or part	R2
Copy on flash drive supplied by requester	Per device	R40
Copy on CD supplied by requester	Per device	R40
Copy on CD supplied by CareWorks	Per device	R60
Transcription of visual images	Per A4 page	Outsourced quotation
Copy of visual images	Per copy	Outsourced quotation
Transcription of an audio record	Per A4 page	R24
Audio copy on flash drive supplied by requester	Per device	R40
Audio copy on CD supplied by requester	Per device	R40
Audio copy on CD supplied by CareWorks	Per device	R60
Search and preparation after the first hour	Each hour or part	R145, capped at R435
Deposit where search exceeds six hours	Deposit	One-third of the calculated access fee for items above
Postage, email or other electronic transfer	Actual expense	Actual cost, if any

Refunds If a deposit has been paid and access is refused, CareWorks will refund the deposit. A requester may challenge a fee decision using the remedies in section 12.

12 Remedies and complaints

12.1 No internal appeal

CareWorks is a private body. PAIA does not provide an internal appeal against a decision by the head of a private body. A requester or affected third party may use the external remedies below.

12.2 Complaint to the Information Regulator

A requester who is aggrieved by a refusal or a decision about fees, an extension or the form of access may submit a written complaint to the Information Regulator within 180 days of the decision. An affected third party may also complain within 180 days. Use PAIA Form 5 or the Regulator's eServices portal. The Regulator may condone a late complaint where there are reasonable grounds.

Complaint channel	Details
Email	PAIAComplaints@inforegulator.org.za
Online	Information Regulator eServices portal, accessible from https://inforegulator.org.za
Post	PO Box 31533, Braamfontein, Johannesburg, 2017
Delivery	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

12.3 Court application

A requester or third party may apply to a competent court for appropriate relief within the period prescribed by PAIA. Section 78 currently provides a 180-day period for relevant applications. A person should obtain legal advice because court procedure, jurisdiction and the effect of a Regulator complaint depend on the circumstances.

13 POPIA rights requests

POPIA gives a data subject rights concerning personal information. The right and form depend on the requested action. Send the form and proof of identity or authority to informationofficer@careworks.co.za.

Right or request	Process
Confirm whether CareWorks holds personal information and request access	POPIA section 23, read with PAIA; use PAIA Form 2 where a formal access request is required
Object to processing	POPIA section 11(3); use POPIA Form 1
Correct or delete inaccurate, irrelevant, excessive, out-of-date, incomplete, misleading or unlawfully obtained information	POPIA section 24; use POPIA Form 2
Request destruction or deletion of a record CareWorks is no longer authorised to retain	POPIA section 24; use POPIA Form 2
Complain about interference with protection of personal information	Submit a complaint to CareWorks first where practical, or use the Information Regulator's POPIA complaint process and prescribed complaint form

These rights are subject to POPIA's conditions, exclusions and lawful retention duties. CareWorks may refuse or limit a request where the law permits or requires it, and will explain the applicable basis.

14 Availability of this manual

This manual is available:

- on the CareWorks website at https://www.careworks.co.za/access-to-information;
- for inspection at CareWorks' physical address during normal business hours, by prior arrangement;
- in electronic form on request to informationofficer@careworks.co.za; and
- to the Information Regulator in accordance with PAIA and the PAIA Regulations.

CareWorks may charge the prescribed reproduction fee for a copy where the law permits. An accessible electronic copy is ordinarily supplied without charge if no material reproduction or delivery cost is incurred.

15 Review and approval

The Information Officer will review this manual when there is a material change to CareWorks' contact details, record holdings, processing operations or applicable law, and otherwise at reasonable intervals. CareWorks will publish the current version on its website.

Approval	Details
Approved by	Gavin Walton
Capacity	Chief Executive Officer and Information Officer
Effective date	18 September 2026
Next review	On material change and at least annually
Signature	_____
Date	_____

Annexure A Request checklist

Use this checklist before submitting a PAIA request to reduce delay.

☐ 1. Use the current PAIA Form 2.

☐ 2. Identify the record precisely, including dates, subject, programme, people or reference numbers where known.

☐ 3. State the right you seek to exercise or protect.

☐ 4. Explain why the record is required to exercise or protect that right.

☐ 5. Choose the requested form of access and provide practical delivery details.

☐ 6. Attach a clear copy of suitable proof of identity.

☐ 7. If acting for another person, attach written authority and proof of identity for the relevant persons.

☐ 8. Do not include more health or other sensitive information than is necessary to explain the request.

☐ 9. Send the request to informationofficer@careworks.co.za and keep the sent email and attachments.

☐ 10. Pay a prescribed fee or deposit only after receiving an official CareWorks fee notice with payment instructions.

What to expect after submission

CareWorks may acknowledge receipt, ask for missing information, issue a fee notice, consult an affected third party, give notice of a lawful extension, or issue the decision in PAIA Form 3 or an equivalent written notice. Quote the CareWorks reference number in later correspondence.

Annexure B Forms and official resources

Use the latest official form. The links below were current when this manual was issued and may be updated by the Information Regulator.

Resource	Link	Purpose
CareWorks access-to-information page	https://www.careworks.co.za/access-to-information	CareWorks manual and request forms
Information Regulator PAIA forms	https://inforegulator.org.za/paia-forms/	PAIA Forms 1 to 5 and other prescribed forms
Information Regulator PAIA Guide	https://inforegulator.org.za/paia-guidelines/	Guide in official languages and accessible formats
Information Regulator POPIA forms	https://inforegulator.org.za/popia-forms/	Objection, correction or deletion and complaint forms
Information Regulator complaints	https://inforegulator.org.za/complaints/	Complaint channels and eServices
PAIA Act	https://www.justice.gov.za/legislation/acts/2000-002.pdf	Current consolidated Act as published by the Department of Justice

Current prescribed forms

Form	Use
PAIA Form 1	Request for a copy of the section 10 Guide
PAIA Form 2	Request for access to a record of a public or private body
PAIA Form 3	Outcome of request and fees payable
PAIA Form 5	Complaint to the Information Regulator
POPIA Form 1	Objection to processing of personal information
POPIA Form 2	Request for correction or deletion of personal information or destruction or deletion of a record

Publication note

CareWorks should publish this manual together with direct links to the current prescribed forms. A local copy of an official form should be checked whenever the Information Regulator changes a form or the PAIA Regulations.