



CHARLES MALANGA

Counselling Psychologist
Individual & Group Psychotherapy
MA Counselling Psychology (UP)

HPCSA: PS 0139947
PR NO: 0752320

PAIA Manual – Charles Malanga (Counselling Psychologist)

1. Introduction

- This manual is compiled in terms of Section 51 of the Promotion of Access to Information Act (PAIA), 2000.
- It applies to the sole proprietorship practice of Charles Ngila Malanga, Counselling Psychologist, trading as CIM Psychology.
- Purpose: To inform patients, stakeholders, and the public of the records held and procedures to access them.

2. Contact Details of Information Officer

- **Information Officer:** Charles Ngila Malanga
- **Practice Address:** Block C, Newlands Office Park, 261 Lois Ave, Newlands, Pretoria, 0049
- **Telephone:** 061 801 9473
- **Email:** paia@cimpsychology.co.za
- **Website:** <https://www.cimpsychology.co.za>

3. Guide on How to Use PAIA

- The South African Human Rights Commission (SAHRC) publishes a guide on how to exercise rights under PAIA.
- Available at: www.sahrc.org.za or by calling [SAHRC contact number].

4. Categories of Records Held

- **Patient Records:** Clinical notes, intake forms, assessment results, consent forms.
- **Administrative Records:** Billing, invoices, medical aid claims, scheduling.
- **Operational Records:** Policies, procedures, compliance documents.
- **Correspondence:** Emails, letters, reports.
- **Website Content:** Public information on services, resources, and contact details.

5. Records Automatically Available

- Practice information and services (via website).
- Consent and intake forms (via provided links).
- Policies on billing and cancellations (shared with patients upfront).

6. Records Available on Request

- Patient files (subject to confidentiality and ethical restrictions).
- Financial records (limited to patient-related billing).
- Clinical assessments and reports.
- Any other records required by law.

7. Request Procedures

- Requests must be made in writing using Form C (available from the Information Regulator's website).
- Submit requests to the Information Officer via email or physical address.
- Fees may apply as prescribed by PAIA regulations.
- Access may be refused on grounds set out in PAIA (e.g., patient confidentiality, third-party protection).

8. Availability of the Manual

- This manual is available at the practice, on the website, and submitted to the Information Regulator via the eServices portal.

9. Annual Reporting

- The practice will submit annual PAIA compliance reports to the Information Regulator between **1 April and 30 June** each year.