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PAIA Manual

Prepared in terms of Section 51 of the Promotion of Access to Information Act, 2 of 2000
(as amended)

Practice Name: Courtney Thom Educational Psychologist

Practice Number: 1185950

Date of Compilation: 01 October 2025

Date of Revision: -

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1. List of Acronyms and Abbreviations

- 1.1 **CEO** – Chief Executive Officer
- 1.2 **DIO** – Deputy Information Officer
- 1.3 **IO** – Information Officer
- 1.4 **Minister** – Minister of Justice and Correctional Services
- 1.5 **PAIA** – Promotion of Access to Information Act No. 2 of 2000 (as amended)
- 1.6 **POPIA** – Protection of Personal Information Act No. 4 of 2013
- 1.7 **Regulator** – Information Regulator
- 1.8 **Republic** – Republic of South Africa

2. Purpose of PAIA Manual

This PAIA Manual is useful for the public to:

- 2.1 Check the categories of records held by the practice which are available without a formal PAIA request.
- 2.2 Understand how to make a request for access to records, by describing the subjects and categories of records held.
- 2.3 Know which records are available in accordance with other South African legislation.
- 2.4 Access the relevant contact details of the Information Officer and Deputy Information Officer.
- 2.5 Access the description of the PAIA Guide, as updated by the Information Regulator, and how to obtain it.
- 2.6 Understand whether the practice processes personal information, the purposes for processing, and the categories of data subjects affected.
- 2.7 Know which categories of personal information may be processed.
- 2.8 Know to whom personal information may be supplied.
- 2.9 Understand if personal information is transferred or processed outside the Republic, and to whom it may be supplied.
- 2.10 Know that appropriate security measures are in place to ensure confidentiality, integrity, and availability of personal information.

3. Contact Details

- **Head of Practice / Information Officer:** Courtney Thom
- **Postal & Physical Address:** 82 Lancaster Avenue, Craighall Park, Johannesburg 2196
- **Telephone:** 069 645 8432
- **Email:** courtneywthom@gmail.com
- **Website:** www.inpsychfulcourtney.co.za

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

- 4.1 The Regulator has, in terms of section 10(1) of PAIA, updated and made available the Guide on how to use PAIA ("the Guide").
- 4.2 The Guide is available in each official language and in braille.
- 4.3 The Guide contains a description of:
 - The objects of PAIA and POPIA;
 - Contact details of Information Officers and Deputy Information Officers;
 - The manner and form of a request for access;
 - The assistance available from Information Officers and the Regulator;
 - Remedies in law available (appeals, complaints, court applications);
 - Provisions for compiling manuals;
 - Provisions for voluntary disclosures;
 - Notices regarding fees payable;

- Applicable regulations.
- 4.4 The Guide is available for inspection at the office of the Regulator and from the practice's Information Officer upon request.

5. Categories of Records Automatically Available

Category of Records	Types of Records	Available on Website	Available on Request
Practice Information	Services offered, contact details	X	X
Educational Resources	Publications, articles, or resources shared	X	X

6. Records Available in Terms of Other Legislation

Category of Records	Applicable Legislation
Health records	Health Professions Act 56 of 1974
Children's records	Children's Act 38 of 2005
Mental health-related	Mental Health Care Act 17 of 2002
Employee records	Basic Conditions of Employment Act 75 of 1997
Financial/tax	Income Tax Act 58 of 1962, VAT Act 89 of 1991
Privacy/data	POPIA Act 4 of 2013

7. Subjects on Which Records Are Held

Subjects	Categories of Records
Clients	Client files, assessment reports, therapy notes
Finance	Invoices, tax documents, payment records
Practice Administration	Contracts, correspondence, policies
Professional Development	Training certificates, workshops

8. Processing of Personal Information

8.1 **Purpose of Processing:** Clinical care, assessments, therapy, billing, reporting, legal compliance.

8.2 **Categories of Data Subjects:** Clients (children, adolescents, adults), parents/guardians, employees, service providers.

8.3 **Personal Information Processed:** Names, ID numbers, contact details, educational history,

psychological/health information, billing details.

8.4 Recipients of Information: Only with informed consent or where legally required (schools, medical aids, courts).

8.5 Transborder Flows: Information may be stored on secure cloud platforms outside South Africa, with safeguards in line with POPIA.

8.6 Security Measures: Encryption, restricted access, password protection, locked filing systems, antivirus/anti-malware solutions.

9. Requesting Information

Requests must be made on **Form C** (available at: justice.gov.za/forms/paia).

Requests must include:

- Description of the record requested
- Proof of identity
- Purpose for requesting (right being exercised/protected)
- Contact details
- Payment of prescribed fees

10. Fees

- Request fees are payable before processing.
- A deposit may be requested if search time exceeds 6 hours.
- No records will be released until full payment of applicable fees.

11. Availability of the Manual

This manual is available:

- On the practice website: www.inpsychfulcourtney.co.za
- At the practice office for inspection during business hours
- From the Information Regulator upon request

12. Updating of the Manual

The Information Officer will review and update this manual regularly, or as required by law.

Signed: 
Courtney Thom (Information Officer)

Date: 06/10/2025