DOLPHIN COAST CARE (PTY) LTD

Registration Number: 2023/540451/07

13 BROOKLYN ESTATE
LEE BARNES BOULEVARD
BALLITO
KWA-ZULU NATAL
4399

PAIA MANUAL

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

Read together with the Protection of Personal Information Act 4 of 2013

DATE OF COMPILATION: 18 November 2026
DATE OF REVISION: 18 November 2026

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1 "DCC"

Dolphin Coast Care (Pty) Ltd.

1.2 "IO"

Information Officer.

1.3 "PAIA"

Promotion of Access to Information Act No. 2 of 2000, as amended.

1.4 "POPIA"

Protection of Personal Information Act No. 4 of 2013.

1.5 “Regulator”

Information Regulator of South Africa.

1.6 “Republic”

Republic of South Africa.

1.7 “SARS”

South African Revenue Service.

1.8 “UIF”

Unemployment Insurance Fund.

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2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to:

2.1

Check the categories of records held by Dolphin Coast Care (Pty) Ltd which are available without a person having to submit a formal PAIA request.

2.2

Have a sufficient understanding of how to make a request for access to a record of Dolphin Coast Care (Pty) Ltd, by providing a description of the subjects on which Dolphin Coast Care holds records and the categories of records held on each subject.

2.3

Know the description of the records of Dolphin Coast Care which are available in accordance with any other legislation.

2.4

Access the relevant contact details of the Information Officer who will assist the public with the records they intend to access.

2.5

Know the description of the Guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it.

2.6

Know whether Dolphin Coast Care processes personal information, the purpose of processing personal information and the description of the categories of data subjects and information or categories of information relating thereto.

2.7

Know the description of the categories of data subjects and the information or categories of information relating thereto.

2.8

Know the recipients or categories of recipients to whom personal information may be supplied.

2.9

Know whether Dolphin Coast Care has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied.

2.10

Know whether Dolphin Coast Care has appropriate security measures to ensure the confidentiality, integrity and availability of personal information which is to be processed.

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3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF DOLPHIN COAST CARE (PTY) LTD

3.1 Information Officer

Name: Storm Lindenberg
Designation: Information Officer

Telephone / WhatsApp: +27 73 451 8010
Email: info@dolphincoastcare.co.za

Dolphin Coast Care has not designated a Deputy Information Officer at the date of compilation of this Manual.

3.2 Deputy Information Officer

Deputy Information Officer: Not designated at the date of compilation of this Manual.

Should Dolphin Coast Care designate a Deputy Information Officer in future, the details will be incorporated into the next revision of this Manual.

3.3 Access to Information General Contacts

Information Officer: Storm Lindenberg
Telephone / WhatsApp: +27 73 451 8010
Email: info@dolphincoastcare.co.za

All requests for access to information and related enquiries should be directed to the Information Officer.

3.4 National or Head Office

Company Name:
DOLPHIN COAST CARE (PTY) LTD

Registration Number:
2023/540451/07

Physical Address:
13 BROOKLYN ESTATE
LEE BARNES BOULEVARD
BALLITO
KWA-ZULU NATAL
4399

Postal Address:
13 BROOKLYN ESTATE
LEE BARNES BOULEVARD
BALLITO

KWA-ZULU NATAL
4399

Telephone / WhatsApp:
+27 73 451 8010

Email:
info@dolphincoastcare.co.za

Website:
https://www.dolphincoastcare.co.za/

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4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1

The Information Regulator has, in terms of Section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2

The Guide is available in each of the official languages and in braille, subject to the availability and arrangements of the Information Regulator.

4.3

The Guide contains a description of:

4.3.1

The objects of PAIA and POPIA.

4.3.2

The postal and street address, telephone and electronic mail address of:

- the Information Officer of every public body; and

- every Deputy Information Officer of every public and private body designated in terms of PAIA and POPIA.

4.3.3

The manner and form of a request for:

- access to a record of a public body; and
- access to a record of a private body.

4.3.4

The assistance available from Information Officers in terms of PAIA and POPIA.

4.3.5

The assistance available from the Information Regulator in terms of PAIA and POPIA.

4.3.6

All remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging:

- an internal appeal, where applicable;
- a complaint to the Information Regulator; and
- an application with a court against a decision of an Information Officer, a decision on internal appeal, or a decision by the Information Regulator or head of a private body, where applicable.

4.3.7

The provisions of PAIA requiring public and private bodies to compile a manual and how to obtain access to such a manual.

4.3.8

The provisions providing for the voluntary disclosure of categories of records by public and private bodies.

4.3.9

The notices regarding fees to be paid in relation to requests for access.

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4.3.10

The regulations made in terms of PAIA.

4.4

Members of the public may inspect or make copies of the Guide from the offices of public and private bodies, including the office of the Information Regulator, during normal working hours, subject to applicable arrangements.

4.5

The Guide can also be obtained:

4.5.1

Upon request to the Information Officer of Dolphin Coast Care.

4.5.2

From the website of the Information Regulator.

4.6

For purposes of assisting persons who prefer to communicate in isiZulu, Dolphin Coast Care will endeavour to provide reasonable assistance in English and isiZulu, subject to the availability of the relevant version of the Guide and the Information Regulator's published resources.

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5. CATEGORIES OF RECORDS OF DOLPHIN COAST CARE (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following categories of records may be made available without a formal PAIA request, subject to any applicable limitations and the protection of confidential or personal information.

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Category of Records	Types of Records	Available on Website	Available Upon Request
Company Information	General information about Dolphin Coast Care and its services	X	X
Services	General descriptions of home-based care and related services	X	X
Contact Information	Business contact details	X	X
Privacy	Privacy Notice	X	X
PAIA	PAIA Manual	X	X
Marketing Material	General promotional and service information	X	X
Employment / Caregiver Opportunities	General recruitment information, where published	X	X

The fact that a category is listed above does not mean that every document within that category will automatically be released. Personal information, confidential information and commercially sensitive information may be withheld where permitted or required by law.

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6. DESCRIPTION OF THE RECORDS OF DOLPHIN COAST CARE (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Dolphin Coast Care maintains records in accordance with applicable South African legislation.

Category of Records	Applicable Legislation
Company registration and corporate records	Companies Act 71 of 2008
Accounting and financial records	Companies Act 71 of 2008 and applicable tax legislation
Tax records	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011
PAYE records	Income Tax Act 58 of 1962
UIF records	Unemployment Insurance Act 63 of 2001; Unemployment Insurance Contributions Act 4 of 2002
Compensation / occupational injury records	Compensation for Occupational Injuries and Diseases Act 130 of 1993
Employee records	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995; Employment Equity Act 55 of 1998, where applicable
Employment contracts and related records	Labour Relations Act 66 of 1995; Basic Conditions of Employment Act 75 of 1997
Occupational health and safety records	Occupational Health and Safety Act 85 of 1993, where applicable

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Personal information records	Protection of Personal Information Act 4 of 2013
Access to information records	Promotion of Access to Information Act 2 of 2000
Electronic records and communications	Electronic Communications and Transactions Act 25 of 2002
Client health-related records	Applicable healthcare and health-information legislation, including the National Health Act 61 of 2003, where applicable
PAIA Manual	Promotion of Access to Information Act 2 of 2000

The above list is not intended to constitute an exhaustive list of every record held by Dolphin Coast Care or every law applicable to the company.

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7. DESCRIPTION OF THE SUBJECTS ON WHICH DOLPHIN COAST CARE (PTY) LTD HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

Subjects on which Dolphin Coast Care holds records	**Categories of records**
Corporate / Company Administration	CIPC records, company registration records, corporate documents, policies, agreements and general correspondence
Management	Management records, business plans, policies, strategic documents and correspondence

Finance and Accounting	Invoices, quotations, receipts, bank records, accounting records, financial statements, debtor and creditor records and payment records
Tax	SARS records, tax returns, PAYE records and related correspondence
Human Resources	Employee records, employment contracts, personnel records, leave records, training records, performance records and disciplinary records
Caregiver Recruitment	Applications, CVs, references, qualifications, interview records, identity verification, police clearance / criminal-record checks and shortlisting records
Caregiver Operations	Caregiver records, work allocations, client matching, caregiver reports, operational communications and training records
Client Services	Client applications, assessments, care plans, health information, medication information, care notes, daily reports and incident reports
Client Billing	Quotations, invoices, statements, payment records and related correspondence
Healthcare / Care Coordination	Health information, care requirements, healthcare correspondence and information required for emergency or care coordination
Communication	Emails, letters, WhatsApp communications, WhatsApp group communications, client reports and caregiver communications

Marketing	Marketing material, photographs, website content, consent records and promotional communications
Suppliers and Service Providers	Contracts, invoices, contact details, banking details and correspondence
Website / Information Technology	Website enquiries, contact-form submissions, technical records, website analytics and electronic communications
Legal and Compliance	Legal correspondence, compliance records, policies, complaints, PAIA and POPIA records
Insurance	Insurance policies, claims and related correspondence
Health and Safety	Applicable workplace health and safety records, incident records and related documentation

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8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Dolphin Coast Care processes personal information for legitimate business, contractual, employment, care, administrative and legal purposes.

The purposes of processing include:

1. assessing prospective clients and their care requirements;
2. providing and managing home-based care services;
3. developing and maintaining client care plans;
4. monitoring and recording client care;
5. preparing daily caregiver reports;

6. responding to emergencies and providing relevant information to emergency services where necessary;
7. communicating with clients, family members and authorised representatives;
8. communicating with healthcare professionals where appropriate and lawful;
9. managing client billing, invoicing and payments;
10. recruiting, vetting and shortlisting caregivers;
11. conducting identity verification and reference checks;
12. conducting police-clearance or criminal-record checks where lawful and appropriate;
13. matching caregivers with clients;
14. administering employees and caregivers;
15. processing payroll;
16. processing banking and payment information;
17. processing PAYE and UIF information;
18. complying with Compensation Fund / Workmen's Compensation requirements;
19. complying with tax and other statutory requirements;
20. managing suppliers and service providers;
21. communicating operational information through email, telephone, WhatsApp and other communication channels;
22. maintaining business records;
23. operating and improving the Dolphin Coast Care website;
24. marketing and promoting Dolphin Coast Care where lawfully permitted;
25. protecting the health, safety and wellbeing of clients, caregivers and other persons;
26. preventing fraud and misuse;
27. complying with applicable legislation; and
28. establishing, exercising or defending legal rights.

Dolphin Coast Care may process special personal information, including health information and information concerning criminal records, where such processing is permitted by law and is necessary for legitimate care, recruitment, employment, safety, compliance or other lawful purposes.

8.2 Description of the Categories of Data Subjects and of the Information or Categories of Information Relating Thereto

Categories of Data Subjects	Personal Information That May Be Processed

Clients	Names, identity numbers, contact details, addresses, emergency contacts, family information, health and medical information, medication information, care requirements, care reports, incident information, billing and payment information
Prospective Clients	Names, contact details, addresses, care requirements, relevant health information, information supplied by family members or representatives and information required to assess services
Family Members / Authorised Representatives	Names, contact details, relationship to client, authorisation information, emergency-contact information and correspondence
Caregiver Applicants	Names, identity numbers, contact details, addresses, photographs, qualifications, employment history, references, police-clearance / criminal-record information, interview information and suitability information
Employees / Caregivers	Names, identity numbers, tax numbers, contact details, addresses, photographs, banking details, employment information, payroll information, PAYE and UIF information, leave records, training and performance records
Healthcare Professionals	Names, professional details, contact details, correspondence and information relating to a client's care
Suppliers / Service Providers	Names, company details, contact details, registration details where applicable, banking details, tax information, contracts, invoices and correspondence

Website Users	Names, contact details, IP address, device/browser information, website interaction information, enquiry information and information submitted through the website
Other Correspondents	Names, contact details, correspondence and other information voluntarily supplied to Dolphin Coast Care

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

Personal information may, where lawful and necessary, be supplied to the following recipients or categories of recipients:

Category of Personal Information	Recipients or Categories of Recipients
Client identity and contact information	Authorised family members, representatives, caregivers and healthcare professionals where necessary for care
Client health and medical information	Caregivers, healthcare professionals and emergency services where necessary and lawful
Client emergency information	Emergency medical services, healthcare professionals and authorised family members where necessary
Client billing information	Clients, authorised representatives, accountants, banks and payment service providers

Caregiver identity information	Relevant service providers for lawful identity verification and client-care purposes
Caregiver criminal-record / police-clearance information	Appropriate screening / verification service providers and authorised persons where lawful
Caregiver qualifications	Relevant verification service providers and authorised persons where lawful
Employee identity, tax and payroll information	SARS, UIF, Compensation Fund / relevant authorities, payroll providers, accountants and other lawful statutory recipients
Employee banking information	Banks and payment service providers
Employee information	Relevant statutory authorities, professional advisers and service providers where lawfully required
Supplier information	Banks, accountants, auditors and other service providers where necessary
Personal information generally	IT, cloud-storage, website-hosting, software and communication service providers processing information on behalf of Dolphin Coast Care
Marketing photographs	Public website, social-media or marketing platforms where appropriate consent or another lawful basis exists

Dolphin Coast Care does **not sell personal information to the public**.

8.4 Planned Transborder Flows of Personal Information

Dolphin Coast Care may use third-party technology and service providers whose systems, servers or support infrastructure may be located outside the Republic of South Africa.

These may include providers of:

- cloud storage;
- email;
- website hosting;
- electronic communication;
- software applications;
- payroll or accounting services; and
- other business technology services.

Dolphin Coast Care uses **WhatsApp** as one of its communication platforms. Information communicated through WhatsApp may be processed by WhatsApp and its associated service providers in accordance with their applicable terms and privacy practices.

Dolphin Coast Care will take reasonable steps to ensure that any cross-border transfer or processing of personal information complies with POPIA and applicable law.

The categories of personal information potentially involved in such processing may include:

- names;
- contact details;
- client-care information;
- caregiver information;
- employee information;
- communications; and
- other information transmitted through the relevant service.

Dolphin Coast Care does not intentionally transfer personal information outside South Africa for purposes unrelated to its legitimate business, contractual, care or legal requirements.

8.5 General Description of Information Security Measures to Be Implemented by the Responsible Party to Ensure the Confidentiality, Integrity and Availability of the Information

Dolphin Coast Care takes reasonable technical and organisational measures to protect personal information against loss, damage, unauthorised access, unlawful processing, alteration, disclosure and destruction.

Security measures may include:

- access controls;
- password protection;
- user authentication;
- restricted access to client and employee records;
- confidentiality obligations;
- secure electronic storage;
- physical security of paper records;
- appropriate security of computers and other devices;
- malware and antivirus protection where applicable;
- software and system updates;
- secure disposal of records;
- backup procedures;
- access restrictions based on employee roles;
- controls relating to third-party service providers;
- staff awareness and confidentiality procedures;
- procedures for dealing with suspected information-security incidents; and
- measures designed to maintain the confidentiality, integrity and availability of personal information.

Dolphin Coast Care will take reasonable steps to ensure that persons who have access to personal information are appropriately authorised and understand their confidentiality obligations.

Because electronic communications and information systems cannot be guaranteed to be completely secure, Dolphin Coast Care cannot guarantee absolute security of personal information.

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9. AVAILABILITY OF THE MANUAL

9.1

A copy of this Manual is available:

9.1.1

On the Dolphin Coast Care website:

https://www.dolphincoastcare.co.za/

9.1.2

At the principal business premises of Dolphin Coast Care for public inspection during normal business hours, subject to reasonable arrangements.

Address:

13 BROOKLYN ESTATE
LEE BARNES BOULEVARD
BALLITO
KWA-ZULU NATAL
4399

9.1.3

To any person upon request and, where applicable, upon payment of a reasonable prescribed fee.

Requests should be directed to:

Information Officer: Storm Lindenberg
Email: info@dolphincoastcare.co.za
Telephone / WhatsApp: +27 73 451 8010

9.1.4

To the Information Regulator upon request.

9.2

Where a fee is lawfully payable for a copy of this Manual, such fee will be charged in accordance with applicable legislation and regulations.

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10. UPDATING OF THE MANUAL

The Information Officer of **Dolphin Coast Care (Pty) Ltd** will review and update this Manual on a regular basis and whenever reasonably necessary to reflect:

- changes in applicable legislation;
- changes in the business;
- changes in the categories of records held;
- changes in the processing of personal information;
- changes in the Information Officer or Deputy Information Officer;
- changes in information-security measures; or
- other material changes affecting the contents of this Manual.

ISSUED BY

DOLPHIN COAST CARE (PTY) LTD

Registration Number: 2023/540451/07

Information Officer: Storm Lindenberg

Signature: 

Date: 18 November 2026

Date of Compilation: 18 November 2026

Date of Revision: 18 November 2026

Version: 1.0

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