

| ASCENDIS HEALTH PAIA MANUAL |                 |
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**ACCESS TO INFORMATION MANUAL**  
**("MANUAL")**  
**COMPILED IN TERMS OF SECTION 51 OF THE**  
**PROMOTION OF ACCESS TO INFORMATION ACT**  
**NO. 2 OF 2000**

*This review: Revision 2, effective 07 August 2026*

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## 1. AN INTRODUCTION TO PAIA AND POPIA

- 1.1 The Promotion of Access to Information Act, 2000 ("PAIA") came into operation on 9 March 2001, which among other things,
  - 1.1.1 seeks to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, to enable them to exercise or protect their rights;
  - 1.1.2 sets out the requisite procedural issues attached to information requests, including the obligation to compile a PAIA Manual;
  - 1.1.3 obliges both public and private bodies to compile a PAIA manual, which PAIA manual sets out how a person, who is desirous of requesting certain information which he/she/it believes he/she/it has a right to, may go about requesting such information.
- 1.2 Where a person is desirous of obtaining information from a private and / or private body, in terms of PAIA, then such person must make a request for this by following the laid-out procedure and using the prescribed forms, described under the private and / or private body's PAIA Manual.
- 1.3 On receipt of the request, the body receiving the request must decide if it is able to provide the requested information to the requester in accordance with the provisions of PAIA.
- 1.4 The Protection of Personal Information Act, 4 of 2013 ("POPIA"), which largely commenced on 1 July 2020, gives effect to a person's rights to privacy, including the rights to data privacy, and which Act, in accordance with this objective, describes and prescribes a series of conditions which have to be met when personal information is processed and used by another person, which conditions establish the minimum requirements for the processing of personal information.
- 1.5 POPIA amends certain provisions of PAIA, balancing the need for access and to information against the need to ensure the protection of personal information.
- 1.6 POPIA has established the office of the Information Regulator who will oversee and ensure that POPIA and PAIA are complied with by all persons, including individuals, and public and private entities in South Africa.

## 2. OUR PAIA MANUAL

- 2.1 This Manual is compiled in accordance with section 51 of PAIA, as amended by POPIA.
- 2.2 This Manual applies to all information held by Ascendis, Registration Number 2008/005856/06.
- 2.3 For purposes of this Manual, we refer to ourselves as "Ascendis", "we", "us" or "our".
- 2.4 This Manual sets out how any person may:
  - 2.4.1 go about requesting information, including personal information, which they believe we hold and which they have a right to;
  - 2.4.2 which forms must be completed by such person requesting the information;
  - 2.4.3 any fees and or deposits that may have to be paid before the requested information is provided, should we agree to provide the requested information;
  - 2.4.4 lodge a withdrawal, objection, or complaint against the processing by us of personal information in terms of POPIA;
  - 2.4.5 make or file a request for us to delete or destroy personal information in terms of POPIA.
- 2.5 This Manual should be read together with the accompanying "List of Companies and Information Officer" document, which identifies each registered Ascendis group entity and confirms the Information Officer designated for that entity.

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### 3. WHO ARE WE - ABOUT US AND OUR BUSINESS

3.1 We are Ascendis, a company registered in South Africa and bearing registration number 2008/005856/06. Our registered address is 1 Carey Street, Wynberg, Sandton, Gauteng, 2090.

3.2 Ascendis Health is a company that offers:

- Consumer Health (wellness, health supplements, skincare),
- Pharma (generic manufacture and distribution; OTC medicine manufacture and distribution),
- Medical (clinical and diagnostic medical devices),
- Animal Health (veterinary sciences and production of animal health products).

If you would like to find out more about us, including our main business activities, our company profile is available at <https://ascendishealth.com/about-us/>

### 4. OUR CONTACT DETAILS

4.1 Our contact details are as follows:

Full Name: Ascendis Health

Registration Number: 2008/005856/06

Registered Address: 1 Carey Street, Wynberg, Sandton, Gauteng, 2090

#### Postal

South Africa

Postal Address: 1 Carey Street, Wynberg, Sandton, Gauteng, 2090

Tel: +27 11 036 9600

Alt Tel: +27 11 036 9602

#### Directors (per CIPC COR39 certificate dated 31 July 2026):

- Amaresh Chetty — Independent Non-Executive Director
- Theunis de Bruyn — Non-Executive Director
- Bharti Harie — Independent Non-Executive Director
- Andre Carl Neethling — Executive Director
- Hendrik Ackermann Nolte — Independent Non-Executive Director
- Kerisha Reddy — Executive Director
- Karsten Uwe Harald Horst Wellner — Independent Non-Executive Director

#### Company Secretary:

Ascendis Management Services (Pty) Ltd (2009/016323/07), the group's shared services company.

Website: <https://ascendishealth.com/about-us/>

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## 5. DETAILS OF OUR INFORMATION OFFICER

5.1 The details of our Information Officer are as follows:

**Information Officer: Elmien Olivier**

Appointment Date: 07 August 2026

Telephone Number: +27 (011) 036 9400

Fax Number: N/A

Email Address of Information Officer: [elmien.olivier@ascendishealth.com](mailto:elmien.olivier@ascendishealth.com)

5.2 There are no Deputy Information Officers appointed. The Information Officer named above is responsible for all Ascendis group entities. Each registered Ascendis group entity, together with its designated Information Officer, is set out in the accompanying "List of Companies and Information Officer" document, which forms a companion reference to this Manual and should be read together with it.

## 6. PAIA GUIDE

6.1 In order to assist those who are not familiar with PAIA or POPIA, a Guide that contains information to assist you in understanding how to exercise your rights under PAIA ("the Guide") is available in all the South African official languages, on the Information Regulator's website at:

*Guide on how to use the Promotion of Access to Information Act 2 of 2000, as amended (Oct 2021)*  
— <https://inforegulator.org.za/paia/>

6.2 If you have any queries, or need a copy of the Guide, please contact the Information Regulator directly at:

The Information Regulator (South Africa)

Physical address: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

Postal address: P.O Box 31533, Braamfontein, Johannesburg, 2017

Website: <https://inforegulator.org.za/>

eServices Portal (Information Officer registration, PAIA annual reports, etc.):  
<https://eservices.inforegulator.org.za/>

General enquiries: 010 023 5200 / Toll-free 0800 017 160 / [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)

PAIA complaints: [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)

POPIA complaints: [POPIAComplaints@inforegulator.org.za](mailto:POPIAComplaints@inforegulator.org.za)

## 7. INFORMATION THAT IS AUTOMATICALLY AVAILABLE WITHOUT A PAIA REQUEST

7.1 All information which is housed in the public area of our websites, is automatically available which can be automatically accessed by you, subject to our website disclaimer, without having to go through the formal PAIA request process.

7.2 Automatically available information includes:

- Annual Reports
- Company Results
- Interim Reports
- Media Releases

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7.3 The aforesaid automatically available information is available on the Ascendis website <https://ascendishealth.com/about-us/>

## **8. RECORDS KEPT IN TERMS OF THE OTHER LEGISLATION**

8.1 Ascendis is subject to many laws and regulations, some of which require us to keep certain records.

8.2 These laws are detailed under Annexure "Laws".

8.3 This list is not exhaustive.

## **9. CATEGORIES OF RECORDS WHICH ARE AVAILABLE WITHOUT REQUEST IN TERMS OF SECTION 52(2) OF THE ACT**

At the time of this publication the Minister of Justice and Constitutional Development had not yet published any regulations under this section of PAIA.

## **10. A DESCRIPTION OF SUBJECTS WE HOLD RECORDS ON AND CATEGORIES OF RECORDS WHICH INFORMATION IS NOT AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 51(1)(e) OF THE ACT**

10.1 The following information and records identified by the headings and/or departments listed below, are not automatically available and a person has to request access to these records by completing a request of information in the prescribed manner as described under this Manual using Annexure A.

### **10.1.1 Companies Act and Trust Property Control Act Records**

- Documents of Incorporation;
- Memorandum of Incorporation;
- Trust Deeds;
- Minutes of Trustees, Board of Directors meetings and General Meetings;
- Written Resolutions;
- Records relating to the appointment of trustees / directors / auditors / company secretary / public officer and other officers;
- Share Register and other Statutory Registers; and
- Other Statutory Records.

### **10.1.2 Financial Records**

- Annual Financial Statements;
- Tax Returns;
- Accounting Records;
- Banking Records;
- Bank Statements;
- Paid Cheques;
- Electronic Banking Records;
- Asset Register;
- Rental Agreements; and
- Invoices.

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### 10.1.3 Income Tax Records

- PAYE Records;
- Documents issued to employees for income tax purposes;
- Records of payments made to SARS on behalf of employees;
- All other statutory compliances;
- VAT;
- Regional Services Levies;
- Skills Development Levies;
- UIF; and
- Workmen's Compensation.

### 10.1.4 Personnel Documents and Records

- Employment contracts;
- Employment policies and procedures;
- Employment Equity Plan;
- Medical Aid records;
- Pension Fund records;
- Internal evaluations and disciplinary records;
- Salary records;
- Disciplinary codes;
- Leave records;
- Training records and manuals;
- Operating manuals;
- Personal records provided by personnel;
- Other statutory records; and
- Related correspondence.

### 10.1.5 Other

- Administration;
- Information Technology;
- Insurance;
- Intellectual Property;
- Movable and Immovable Property;
- Operations;
- Third Parties; and
- Medical and Health information.

## 11. INFORMATION RELATED TO POPIA

11.1 In terms of POPIA we are required to provide you with a description of the personal information which we process and why it is processed, and who we may share this information with, which detail is described below:

### 11.1.1 Personal information we process

The type of personal information that we process will depend on the purpose for which it is collected. We will disclose to you why the personal information is being collected and will process the personal information for that purpose only, which is done under our specific and detailed processing notices



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housed on our website. Below is a listing of the personal information that is processed by us, including the category of data subject that it belongs to. The information provided under this section refers to broad categories of information. This list is not exhaustive.

- Clients - Natural persons: names; contact details; physical and postal addresses; date of birth; ID number; tax related information; nationality; gender; confidential correspondence.
- Clients – Juristic persons / entities: names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories; beneficiaries; ultimate beneficial owners.
- Clients – Foreign persons / entities: names; contact details; physical and postal, financial information addresses; date of birth; passport number tax related information; nationality; gender; confidential correspondence; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
- Contracted Service Providers: Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
- Intermediary / Advisor: Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
- Employees / Directors / Potential Personnel / Shareholders / Volunteers / Employees' family members / Temporary Staff: gender, pregnancy; marital status; race, age, language, education information; financial information; employment history; ID number; next of kin; children's name, gender, age, school, grades; physical and postal address; contact details; opinions, criminal behaviour and/or criminal records; well-being; trade union membership; external commercial interests; medical information.
- Website end-users / Application end-users: names, electronic identification data: IP address; log-in data, cookies, electronic localization data; cell phone details, GPS data.

#### 11.1.2 Sharing of personal information

We may supply personal Information to the following potential recipients:

- Management;
- Employees;
- Temporary Staff;
- Sub-contracted Operators;
- Stakeholders and shareholders; and
- Other recipients in international organisation.

#### 11.1.3 Cross border exchanges

We may disclose personal information we process to any of our overseas subsidiaries, associate entities, or third-party service providers, with whom we engage in business or whose services or products we elect to use, including cloud services hosted in international jurisdictions. Personal information may also be disclosed where we have a legal duty or a legal right to do so. We will in this regard, endeavour to enter into written agreements to ensure that other parties comply with POPIA and our confidentiality and privacy requirements.

#### 11.1.4 General description of information security measures

Ascendis employs appropriate, reasonable technical and organisational measures to prevent loss of damage to or unauthorised destruction of personal information and unlawful access to or processing of personal information. These measures include:

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- Firewalls;
- Virus protection software and update protocols;
- Logical and physical access control;
- Secure setup of hardware and software making up our information technology infrastructure; and
- Outsourced service providers who are contracted to implement security controls.

11.2 Any request for access to personal information as per the provisions of POPIA, must be made in accordance with the provisions of PAIA. This process is outlined in paragraph 12 below.

11.3 You have the right to request the correction, deletion, or destruction of your personal information, in the prescribed form, which form is available on our website. We have also attached the prescribed forms to this Manual for your convenience.

11.4 You may object to the processing of your personal information in the prescribed form, which form is available on our website. We have also attached the prescribed forms to this Manual for your convenience.

## 12. REQUEST PROCEDURE

12.1 Any request for access to a record or to personal information in terms of PAIA or POPIA must be made on the form attached hereto marked Annexure "A" - called Form 2 - Request for access to record of private body (Section 53(1) of PAIA) [Regulation 10], or one which substantially corresponds with the form.

12.2 A request for access to information which is not housed under this Form 2, or which does not comply with POPIA or PAIA will be rejected and returned to you.

12.3 POPIA provides that an owner of personal information (the data subject) may, upon proof of identity, ask Ascendis to confirm or advise, free of charge, that it holds personal information which pertains or belongs to the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information, which latter request may be subject to a fee described below. Any request for access to this personal information must be made on the form attached hereto marked Annexure "A" - called Form 2 - Request for access to record of private body (Section 53(1) of PAIA) [Regulation 10], or one which substantially corresponds with the form. A request which is not housed under this Form 2, or which does not comply with POPIA will be rejected and returned to you.

12.4 Section 54 of PAIA entitles Ascendis to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in the Regulations promulgated under PAIA and POPIA. Where a decision to grant a request has been taken by Ascendis, the record will not be disclosed until the necessary deposits and / or fees have been paid in full, where applicable. The Fee payable will depend on the type of information requested. These fees are described under Annexure "B" - Fees in respect of private bodies.

## 13. ACCESS TO HEALTH RECORDS OR OTHER RECORDS IN TERMS OF SECTION 61 OF THE ACT

13.1 For the purposes of this section, the term "relevant person" shall refer to the requester and/or the authorized person making a request on the persons behalf.

13.2 Requesters must stipulate in their request for information and/or what health information is required, understanding that information held by a medical practitioner must be obtained directly from him or her. No hospital can release information held by another party, or information that is protected by a medical practitioner /patient relationship.

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- 13.3 The Information Officer, in terms of Section 50 of the Act, may only grant a request for access to information and/or a record provided by a medical practitioner in his or her capacity as such, about the physical or mental health of the requester him/herself, or to authorised person making such a request on behalf of the person concerned.
- 13.4 The Information Officer may in terms of Section 61(1) of the Act, refuse access to information and/or records, if he or she is of the opinion that such disclosure would cause serious harm to the requester's physical and/or mental health.
- 13.5 Before the Information Officer allows, grants, or facilitates access to information and/or records, he or she may consult with the treating medical practitioner who, subject to Section 61(2) had been nominated by the relevant person.
- 13.6 If the relevant person is:
- 13.6.1 under the age of 16 years, a person having parental responsibilities for the relevant person, must make the nomination referred to in Section 61(2)(a) of the Act; and/or
- 13.6.2 incapable of managing his or her affairs, a person appointed by the court to manage those affairs must make that nomination.
- 13.7 If after the Information Officer has given access to the medical practitioner, and the medical practitioner is of the opinion that the disclosure of the information and/or record to the relevant person, would likely cause serious harm to his or her physical and/or mental health, or wellbeing, the Information Officer may only grant access to that information and/or record if he or she has been given sufficient guarantees by the requester, that adequate provision has been made for such counselling or arrangement as are reasonably practicable before, during or after the disclosure of the information and/or record limit, alleviate or avoid such harm to the relevant person.
- 13.8 Before access to the information and/or record is so given to the requester, the person responsible for such counselling or arrangements must be given access to the information and/or record.
- 13.9 The Information Officer may also refuse access to the Information and/or records in terms of any other law.

## 14. PRESCRIBED FEES

- 14.1 Once a request is made, the Information Officer will send a received notice to the requester to pay the prescribed fee of R140.00.
- 14.2 This prescribed fee must be paid before the request will be processed.
- 14.3 Payment of this fee is to be made as directed by the Information Officer.
- 14.4 If the requester is seeking access to a record containing personal information about that requester, the prescribed fee of R140.00 may not be required.
- 14.5 The Information Officer will then make a decision in respect of the request and the requester will be notified of the decision on the required form.
- 14.6 Should the request be refused; the requester may lodge an application at court against the tender or payment of the requested fee as will be advised in the Notice (in terms of sec 54(3)(b) of the Act).
- 14.7 If the request is granted then a further access fee is payable for the search, reproduction, and preparation of the record in a particular format as well as for any time, that has exceeded the prescribed hours, to search and in order prepare the record for disclosure (in terms of sec 54(6) of the Act).
- 14.8 The current fees schedule is published by the Information Regulator at <https://info regulator.org.za/paia-fees-structure-2/> and is also set out in Annexure B to this Manual.

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## 15. PROOF OF IDENTITY

When requesting records or information under PAIA or POPIA, you will be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

## 16. TIMELINES FOR CONSIDERATION OF A REQUEST FOR ACCESS

16.1 Requests will be processed within 30 (thirty) days, from date of receipt thereof, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

16.2 Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary, which in most cases be a period of 30 (thirty) days.

## 17. GROUNDS FOR REFUSAL OF ACCESS AND PROTECTION OF INFORMATION

17.1 There are various grounds upon which a request for access to a record may be refused. These grounds include:

- the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
- the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific, or technical information that may harm the commercial or financial interests of a third party);
- if disclosure would result in the breach of a duty of confidence owed to a third party;
- if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- if the record was produced during legal proceedings, unless that legal privilege has been waived;
- if the record contains trade secrets, financial or sensitive information or any information that would put Ascendis at a disadvantage in negotiations or prejudice it in commercial competition; and/or
- if the record contains information about research being carried out or about to be carried out on behalf of a third party or by Ascendis.

17.2 Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

17.3 If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty-one) days of receipt of the request. The third party would then have a further 21 (twenty-one) days to make representations and/or submissions regarding the granting of access to the record.

## 18. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

18.1 If the Information Officer decides to grant a requester access to the record, such access must be granted within 30 (thirty) days of being informed of the decision.

18.2 Where the Information Officer declines any requester access to the record, such decision will be relayed to the requester. There is no internal appeal procedure.

18.3 In the event that you are not satisfied with the outcome you are entitled to apply to the Information Regulator or a court of competent jurisdiction to take the matter further.

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18.4 Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 20 (twenty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 20 (twenty) days, you must be granted access to the record.

## 19. AVAILABILITY OF THIS MANUAL

Copies of this Manual are available for inspection, free of charge, at the registered offices of Ascendis at 1 Carey Street, Wynberg, Sandton, Gauteng, 2090.

## ANNEXURE A

*The current versions of all PAIA forms referred to below (including Form 4 — the internal appeal form used mainly by public bodies, and Form 13 — the PAIA request for compliance assessment) are published by the Information Regulator at <https://inforegulator.org.za/paia/> and may be used instead of the templates below.*

### FORM 1 — REQUEST FOR A COPY OF THE GUIDE

[Regulations 2 and 3.]

TO: The Information Regulator, Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191 (Postal: P.O Box 31533, Braamfontein, 2017). E-mail: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za). Tel: 010 023 5200 / Toll-free 0800 017 160.

OR the Information Officer: Elmien Olivier, [elmien.olivier@ascendishealth.com](mailto:elmien.olivier@ascendishealth.com), +27 (011) 036 9400

I, the undersigned, hereby request the following copy(ies) of the Guide (indicate language and number of copies required), and the manner of collection (personal collection / postal address / facsimile / electronic communication).

Full names: \_\_\_\_\_ Capacity: \_\_\_\_\_

Postal address: \_\_\_\_\_ Street address: \_\_\_\_\_

E-mail: \_\_\_\_\_ Contact numbers: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

Signature of requester: \_\_\_\_\_

### FORM 2 — REQUEST FOR ACCESS TO RECORD

[Regulation 7.]

Note: 1. Proof of identity must be attached by the requester. 2. If the request is made on behalf of another person, proof of such authorisation must be attached to this form.

TO: The Information Officer, Elmien Olivier, Ascendis Health, 1 Carey Street, Wynberg, Sandton, Gauteng, 2090. E-mail: [elmien.olivier@ascendishealth.com](mailto:elmien.olivier@ascendishealth.com)

Mark with an 'X': ☐ Request is made in my own name ☐ Request is made on behalf of another person.

#### Personal information

Full names / Identity number / Capacity in which request is made / Postal and street address / E-mail / Contact numbers / Full name of person on whose behalf request is made (if applicable).

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### Particulars of record requested

Provide full particulars of the record to which access is requested, including any reference number known to you, to enable the record to be located. Continue on a separate signed page if the space is inadequate.

### Type of record, form of access and manner of access

Indicate (mark with an 'X'): whether the record is in written/printed form, comprises images, consists of recorded sound, or is held electronically; the form of access required (printed copy, transcription, flash drive, compact disc, cloud share); and the manner of access (personal inspection, post, courier, facsimile, e-mail, cloud share/file transfer) and preferred language.

### Particulars of right to be exercised or protected

Indicate which right is to be exercised or protected, and explain why the record requested is required for the exercise or protection of that right.

### Fees

A request fee must be paid before the request will be considered. You will be notified of the amount of the access fee, if any, and of any exemption reason if you qualify. See Annexure B for the fees applicable.

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

Signature of requester / person on whose behalf request is made: \_\_\_\_\_

### For official use

Reference number / Request received by (Information Officer) / Date received / Access fees / Deposit (if any).

Signature of Information Officer (Elmien Olivier): \_\_\_\_\_

## FORM 3 — OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8.]

Note: 1. If your request is granted, the amount of the deposit (if any) is payable before your request is processed, and the requested record will only be released once proof of full payment is received. 2. Please use the reference number in all future correspondence.

Reference number: \_\_\_\_\_

Your request dated \_\_\_\_\_ refers. You requested (mark applicable box): personal inspection; printed copies; transcription of visual images; transcription of soundtrack; copy on flash drive/compact disc; or copy saved on cloud storage server. To be submitted by: postal services, courier, facsimile, e-mail, or cloud share/file transfer, in your preferred language (where available).

Kindly note that your request has been: ☐ Approved ☐ Denied, for the following reasons:

\_\_\_\_\_

### Fees payable

Fees are charged per Annexure B (photocopy/printed copy per A4 page; computer-readable copy on flash drive or compact disc; transcription of visual images or audio; postage/e-mail/electronic transfer at actual cost). A deposit of one third of the total amount is payable if the search exceeds six hours.

Banking details for payment of any deposit or fee will be provided by the Information Officer.

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

Information Officer: Elmien Olivier

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## FORM 5 — LODGING OF COMPLAINT

[Regulation 10.]

This form assists a Requester ("the Complainant") in requesting a review of Ascendis' response or non-response to a PAIA request. Please complete this form and send it to the Information Regulator at [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za), or lodge it via the eServices Portal at <https://eservices.inforegulator.org.za/>. It is the policy of the Information Regulator to defer or reject a complaint unless the Complainant has first given Ascendis an opportunity to respond and attempt to resolve the issue.

TO: The Information Regulator, Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191 (Postal: P.O Box 31533, Braamfontein, 2017). E-mail: [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za) (PAIA) or [POPIAComplaints@inforegulator.org.za](mailto:POPIAComplaints@inforegulator.org.za) (POPIA). Tel: 010 023 5200 / Toll-free 0800 017 160.

Capacity of person/party lodging the complaint: ☐ Complainant personally ☐ Representative of complainant ☐ Third party

Prerequisites (mark Yes/No): Did you submit a PAIA request? Has 30 days lapsed since submission? Did you exhaust internal appeal procedures (if any)? Have you applied to court for relief regarding this matter?

### Part A – Personal information of complainant

Full names / Identity number / Postal and street address / E-mail / Contact numbers.

### Part D – Body against which the complaint is lodged

Name of private body: Ascendis Health (and/or the relevant Ascendis group entity per Annexure A). Registration number (per entity). Name and title of person dealt with: Elmien Olivier, Information Officer. Contact numbers: +27 (011) 036 9400. E-mail: [elmien.olivier@ascendishealth.com](mailto:elmien.olivier@ascendishealth.com).

### Part E – Complaint

Describe the steps you have taken to try to resolve your complaint, the date the request for access was submitted, and (where relevant) the right to be exercised or protected, whether you attempted to resolve the matter with Ascendis, and any appeal or court steps taken.

### Part F – Detailed type of access to records

Select the applicable category, for example: unsuccessful appeal; unsuccessful application for condonation; refusal of a request for access; excessive fee; refusal to repay deposit; disagreement with time extension; form of access denied; deemed refusal; inappropriate disclosure; no adequate reasons for refusal; partial access; fee waiver refused; records that cannot be found; failure to disclose; no jurisdiction; frivolous or vexatious request; or other (please explain).

### Part G – Expected outcome

Describe how you think the Information Regulator can assist you and the outcome you seek.

### Part H – Agreements

The Complainant confirms that the information in this form is true to the best of their knowledge and belief, and authorises the Information Regulator to collect and use the personal complaint information to process the complaint, and to obtain relevant records or statements from witnesses as needed. The Complainant undertakes to inform the Information Regulator of any change to their contact details during the complaint process.

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

Complainant / Representative / Authorised person of third party: \_\_\_\_\_



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## ANNEXURE B — FEES

*The fees below are the amounts prescribed under PAIA and POPIA, as currently published by the Information Regulator at <https://infoeregulator.org.za/paia-fees-structure-2/> (last updated by the Regulator March 2026). A requester does not need to pay an access fee to a public body if their income (or joint income with a spouse), after permissible deductions, falls below the thresholds published on that page.*

### Fees in Respect of Public Bodies

| Item | Description                                                                              | Amount                                      |
|------|------------------------------------------------------------------------------------------|---------------------------------------------|
| 1.   | The request fee payable by every requester                                               | R100.00                                     |
| 2.   | Photocopy of A4-size page                                                                | R1.50 per page or part thereof              |
| 3.   | Printed copy of A4-size page                                                             | R1.50 per page or part thereof              |
| 4.   | Copy in computer-readable form (flash drive / compact disc, provided by or to requestor) | R40.00 – R60.00                             |
| 5.   | Transcription of visual images per A4-size page / copy of visual images                  | Outsourced – per service provider quotation |
| 6.   | Transcription of an audio record, per A4-size page                                       | R24.00                                      |
| 7.   | Copy of an audio record (flash drive / compact disc, provided by or to requestor)        | R40.00 – R60.00                             |
| 8.   | Search and preparation for disclosure, per hour after the first hour (max)               | R100.00 (max R300.00)                       |
| 9.   | Deposit if search exceeds 6 hours                                                        | One third of total amount                   |
| 10.  | Postage, e-mail or other electronic transfer                                             | Actual expense, if any                      |

### Fees in Respect of Private Bodies

| Item | Description                                                                              | Amount                                      |
|------|------------------------------------------------------------------------------------------|---------------------------------------------|
| 1.   | The request fee payable by every requester                                               | R140.00                                     |
| 2.   | Photocopy / printed black & white copy of A4-size page                                   | R2.00 per page or part thereof              |
| 3.   | Printed copy of A4-size page                                                             | R2.00 per page or part thereof              |
| 4.   | Copy in computer-readable form (flash drive / compact disc, provided by or to requestor) | R40.00 – R60.00                             |
| 5.   | Transcription of visual images per A4-size page / copy of visual images                  | Outsourced – per service provider quotation |
| 6.   | Transcription of an audio record, per A4-size page                                       | R24.00                                      |
| 7.   | Copy of an audio record (flash drive / compact disc, provided by or to requestor)        | R40.00 – R60.00                             |
| 8.   | Search and preparation for disclosure, per hour after the first hour (max)               | R145.00 (max R435.00)                       |
| 9.   | Deposit if search exceeds 6 hours                                                        | One third of total amount                   |
| 10.  | Postage, e-mail or other electronic transfer                                             | Actual expense, if any                      |



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## ANNEXURE C

### FORM 1 — OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF POPIA

Regulations Relating to the Protection of Personal Information, 2018 [Regulation 2].

Note: Affidavits or other documentary evidence in support of the objection may be attached. If the space provided is inadequate, submit information as an annexure and sign each page.

#### A. Details of data subject

Name(s) and surname / registered name / unique identifier or ID number / residential, postal or business address / contact number(s) / fax or e-mail address.

#### B. Details of responsible party

Ascendis Health, 1 Carey Street, Wynberg, Sandton, Gauteng, 2090. Contact: Elmien Olivier, Information Officer, +27 (011) 036 9400, [elmien.olivier@ascendishealth.com](mailto:elmien.olivier@ascendishealth.com).

#### C. Reasons for objection in terms of section 11(1)(d) to (f)

Please provide detailed reasons for the objection.

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

Signature of data subject / designated person: \_\_\_\_\_

## ANNEXURE D

### FORM 2 — REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION, OR DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF POPIA

Regulations Relating to the Protection of Personal Information, 2018 [Regulation 3].

Note: Affidavits or other documentary evidence in support of the request may be attached. If the space provided is inadequate, submit information as an annexure and sign each page.

Mark the appropriate box: ☐ Correction or deletion of personal information in the possession or under the control of the responsible party. ☐ Destroying or deletion of a record of personal information which the responsible party is no longer authorised to retain.

#### A. Details of the data subject

Name(s) and surname / registered name / unique identifier or ID number / residential, postal or business address / contact number(s) / fax or e-mail address.

#### B. Details of responsible party

Ascendis Health, 1 Carey Street, Wynberg, Sandton, Gauteng, 2090. Contact: Elmien Olivier, Information Officer, +27 (011) 036 9400, [elmien.olivier@ascendishealth.com](mailto:elmien.olivier@ascendishealth.com).

#### C. Information to be corrected / deleted / destroyed

Describe the information concerned.

#### D. Reasons for correction, deletion or destruction

Please provide detailed reasons for the request, in terms of section 24(1)(a) and/or (b) of POPIA.

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

Signature of data subject / designated person: \_\_\_\_\_

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## ANNEXURE "LAWS"

### Records Kept in Terms of the Other Legislation

- Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice Act 19 of 2006 (Science)
- Administrative Adjudication of Road Traffic Offences Act 46 of 1998 (Transport)
- Advertising on Roads and Ribbon Development Act 2 of 1940 (Environment and Conservation)
- Alienation of Land Act 68 of 1981 (Contract and Delict)
- Apportionment of Damages Act 34 of 1956 (Contract and Delict)
- Arbitration Act 42 of 1965 (Procedural Law)
- Auditing Profession Act 26 of 2005 (Professions)
- Basic Conditions of Employment Act 75 of 1997 (Labour)
- Bills of Exchange Act 34 of 1964 (Commercial Law)
- Broad-Based Black Economic Empowerment Act 53 of 2003 (Constitutional Law)
- Broadcasting Act 4 of 1999 (Communication)
- Business Names Act 27 of 1960 (Commercial Law)
- Companies Act 61 of 1973 (Corporate Law)
- Companies Act 71 of 2008 (Corporate Law)
- Compensation for Occupational Injuries and Diseases Act 130 of 1993 (Labour)
- Competition Act 89 of 1998 (Commercial Law)
- Constitution of the Republic of South Africa 108 of 1996 (Constitutional Law)
- Consumer Protection Act 68 of 2008 (Commercial Law)
- Conventional Penalties Act 15 of 1962 (Contract and Delict)
- Copyright Act 98 of 1978 (Commercial Law)
- Convention on Agency in the International Sale of Goods Act 4 of 1986 (Commercial Law)
- Council for Medical Schemes Levies Act 58 of 2000 (Health)
- Counterfeit Goods Act 37 of 1997 (Commercial Law)
- Criminal Procedure Act 51 of 1977 (Procedural Law)
- Customs and Excise Act 91 of 1964 (Revenue)
- Debt Collectors Act 114 of 1998 (Legal Administration)
- Designs Act 195 of 1993 (Commercial Law)
- Electronic Communications Act 36 of 2005 (Communication)
- Electronic Communications and Transactions Act 25 of 2002 (Communications)
- Employment Equity Act 55 of 1998 (Labour)
- Environment Conservation Act 73 of 1989 (Environment and Conservation)
- Financial Intelligence Centre Act 38 of 2001 (Criminal Law)
- Formalities in respect of Leases of Land Act 18 of 1969 (Contract and Delict)
- Hazardous Substances Act 15 of 1973 (Health)
- Health Act 63 of 1977 (Health)
- Identification Act 68 of 1997 (Citizenship)
- Immigration Act 13 of 2002 (Citizenship)
- Immovable Property (Removal or Modification of Restrictions) Act 4 of 1965 (Estates)
- Import and Export Control Act 45 of 1963 (Commercial Law)
- Income Tax Act 58 of 1962 (Income Tax)

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- Insolvency Act 24 of 1936 (Estates)
- Institution of Legal Proceedings against certain Organs of State Act 40 of 2002 (Procedural Law)
- Justices of the Peace and Commissioners of Oaths Act 16 of 1963 (Legal Administration)
- Labour Relations Act 66 of 1995 (Labour)
- Long-term Insurance Act 52 of 1998 (Financial Institutions and Insurance)
- Measurement Units and Measurement Standards Act 18 of 2006 (Science)
- Medical Schemes Act 131 of 1998 (Health)
- Medicines and Related Substances Control Act, No 101 of 1965 (Health)
- Mental Health Care Act No 17 of 2002 (Health)
- Merchandise Marks Act 17 of 1941 (Commercial Law)
- National Credit Act 34 of 2005 (Contract and Delict)
- National Environmental Management Act 107 of 1998 (Environment and Conservation)
- National Environmental Management: Air Quality Act 39 of 2004 (Environment and Conservation)
- National Environmental Management: Waste Act 59 of 2008 (Environment and Conservation)
- National Health Act 61 of 2003 (Health)
- National Railway Safety Regulator Act 16 of 2002 (Transport)
- National Roads Act 54 of 1971 (Transport)
- National Road Safety Act 9 of 1972 (Transport)
- National Road Traffic Act 93 of 1996 (Transport)
- National Water Act 36 of 1998 (Resources)
- Nursing Act No 33 of 2005 (Health)
- Occupational Health and Safety Act 85 of 1993 (Labour)
- Patents Act 57 of 1978 (Commercial Law)
- Pension Funds Act 24 of 1956 (Welfare and Pensions)
- Pharmacy Act No 56 of 1974 (Health)
- Prescription Act 68 of 1969 (Procedural Law)
- Prescribed Rate of Interest Act 55 of 1975 (Contract and Delict)
- Private Security Industry Regulation Act 56 of 2001 (Professions)
- Promotion of Access to Information Act 2 of 2000 (Constitutional Law)
- Protection of Businesses Act 99 of 1978 (Commercial Law)
- Regulation of Interception of Communication and Provision of Communications-Related Information Act 70 of 2002 (Communication)
- Road Traffic Act 29 of 1989 (Transport)
- Short-term Insurance Act 53 of 1998 (Financial Institutions and Insurance)
- Skills Development Act 97 of 1998 (Labour)
- Skills Development Levies Act 9 of 1999 (Labour)
- South African Passports and Travel Documents Act (Citizenship)
- Standards Act 8 of 2008 (Science)
- The South African National Roads Agency Limited and Roads Act 7 of 1998 (Transport)
- Tobacco Products Control Act 83 of 1993 (Health)
- Trade Marks Act 94 of 1993 (Commercial Law)
- Trade Metrology Act 77 of 1973 (Science)
- Trade Practices Act 76 of 1976 (Commercial Law)

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- Transfer Duty Act 40 of 1949 (Revenue)
- Unemployment Insurance Act 63 of 2001 (Labour)
- Unemployment Insurance Contributions Act 4 of 2002 (Labour)
- Value-Added Tax Act 89 of 1991 (Revenue)
- Water Services Act 108 of 1997 (Resources)