



PAIA MANUAL

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

1. REVISION HISTORY

[illegible]

TABLE OF CONTENTS

1. REVISION HISTORY	2
2. LIST OF ACRONYMS AND ABBREVIATIONS	4
3. PURPOSE OF PAIA MANUAL	4
4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF RAPID BLUE	5
5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE	6
6. CATEGORIES OF RECORDS OF RAPID BLUE WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS	8
7. DESCRIPTION OF THE RECORDS OF RAPID BLUE WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION	9
8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY RAPID BLUE	10
9. PROCESSING OF PERSONAL INFORMATION	11
10.AVAILABILITY OF THE MANUAL	14
11.UPDATING OF THE MANUAL	14
12.ANNEXURE A: FORM2 – REQUEST FOR ACCESS TO RECORD	15

2. 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; and
1.8. “ Republic ”	Republic of South Africa

3. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to:

- 3.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 3.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 3.3 know the description of the records of the body which are available in accordance with any other legislation;
- 3.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 3.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.7 know the description of the categories of data subjects and of the information or

categories of information relating thereto;

- 3.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9 know if the body 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; and
- 3.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF RAPID BLUE

4.1 Information Officer

Name: Refiloe Montso
Tel: +27 11 348 1409
Email: refiloe@rapidblue.com

4.2 Deputy Information Officer

Name: Jacques Wolfaardt Tel:
+27 11 348 1410
Email: jacques@rapidblue.com

4.3 Access to information general contacts

Email: info@rapidblue.com

4.4 National or Head Office

Postal Address: PO BOX 2422
Cresta
2118

Physical Address: 263 Oak Avenue,
Ferndale
2194

Telephone: 011 348 1400
Email: info@rapidblue.com
Website: <https://rapidblue.com>

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

- 5.1 The 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.
- 5.2 The Guide is available in each of the official languages and in braille.
- 5.3 The aforesaid Guide contains the description of the objects of:
 - 5.3.1 PAIA and POPIA;
 - 5.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of:
 - 5.3.2.1 the Information Officer of every public body, and
 - 5.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
 - 5.3.3 the manner and form of a request for:
 - 5.3.3.1 access to a record of a public body contemplated in section 11³; and
 - 5.3.3.2 access to a record of a private body contemplated in section 50⁴;
 - 5.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 5.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
 - 5.3.6 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:

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 5.3.6.1 an internal appeal;
 - 5.3.6.2 a complaint to the Regulator; and
 - 5.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 5.3.7 the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 5.3.8 the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 5.3.9 the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
 - 5.3.10 the regulations made in terms of section 92¹¹.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

5.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

5.5 The Guide can also be obtained-

5.5.4 upon request to the Information Officer;

5.5.5 from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours:

- English
- Zulu

6. CATEGORIES OF RECORDS OF RAPID BLUE WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Company publications & brochures	General information about the company, services, or products.	X	X
Annual Reports and Financial Summaries	Summary financial statements or performance overviews made public.		X
Promotional Material	Marketing content, press releases, newsletters, and advertisements.	X	X
Policy Documents	Privacy policies, terms and conditions, or complaints procedures.		X
Media Statements	Official statements, announcements, or updates provided to the media.	X	X
Information on the Organisation's Website	Any publicly accessible content, such as "About Us," services pages, contact details, or FAQs	X	X

7. DESCRIPTION OF THE RECORDS OF RAPID BLUE WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Financial Records	Companies Act, No. 71 of 2008 Income Tax Act, No. 58 of 1962
VAT and other tax submissions	Value-Added Tax Act, No. 89 of 1991
Employment contracts, employee records, and payroll info	Basic Conditions of Employment Act, No. 75 of 1997 Labour Relations Act, No. 66 of 1995
Health and safety compliance records	Occupational Health and Safety Act, No. 85 of 1993
B-BBEE certificates and compliance documentation	Broad-Based Black Economic Empowerment Act, No. 53 of 2003
Records relating to skills development and training	Skills Development Act, No. 97 of 1998
Personal Information Protection and Processing documentation	Protection of Personal Information Act (POPIA), No. 4 of 2013

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY RAPID BLUE

Subjects on which the body holds records	Categories of records
Corporate Governance	Company registration documents, Board minutes, Memorandum of Incorporation, CIPC filings.
Financial and Accounting	Invoices, tax returns, bank statements, financial statements, audit reports
Human Resources	Employee contracts, leave records, payroll, disciplinary records, recruitment records
Casting and Talent Management	Casting applications, talent contracts, audition footage, ID copies, consent forms
Production Management	Scripts, call sheets, shooting schedules, location agreements, equipment rental contracts
Client and Commissioning Records	Contracts with broadcasters and clients, briefs, service level agreements
Marketing and Public Relations	Press releases, promotional content, social media content, advertising campaign records
Health and Safety Compliance	Risk assessments, incident reports, OHS policies
Legal and Compliance	Contracts, NDAs, intellectual property documents, insurance records, legal correspondence
Information Technology	IT policies, software licenses, user access logs, equipment inventories
Information and Privacy (POPIA)	Consent forms, data subject requests, PAIA manual, privacy policy, data protection agreements
Supplier and Vendor Management	Supplier contracts, invoices, procurement documentation

9. PROCESSING OF PERSONAL INFORMATION

9.1 Purpose of Processing Personal Information

Rapid Blue processes personal information primarily for the purposes of casting, pre-production, and production of television content. This includes collecting, storing, and using personal information of applicants, talent, crew, and other individuals involved in the production process. The personal information is processed for the following purposes:

- Casting and Auditions – to assess suitability for roles in television productions and communicate with applicants.
- Talent and Crew Management – to manage contractual agreements, schedules, payments, and other production-related arrangements.
- Compliance with Legal Obligations – to comply with relevant legislation such as the Protection of Personal Information Act (POPIA), labour laws, and SARS regulations.
- Communication and Publicity – to contact individuals regarding participation in shows and, where applicable, for publicity and promotional purposes (with consent).
- Health and Safety Management – to ensure the wellbeing of all individuals involved in production, particularly in line with COVID-19 or similar protocols.

9.2 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
Employees	Full name, ID/passport number, contact details, employment history, banking details, tax information, next of kin, qualifications, disciplinary records
Customers / Clients	Company name, contact person, business contact details, billing information, contractual and correspondence records
Service Providers / Contractor	Name of individual or entity, contact details, tax and banking information, B-BBEE certificates, contracts, invoicing records
Applicants / Auditionees	Name, ID number, age, gender, photos and video footage, contact details, CVs, social media links, signed consent forms
One-screen talent / Cast Members	Full name, ID/passport number, contact details, biographies, signed agreements, image and likeness, payment details, health disclosures
Freelance Crew / Production Staff	Full name, contact details, ID number, CVs, banking details, contracts, SARS and tax compliance documents
Website Users / Social Media Participants	Names or usernames, contact information, submitted content, analytics data (e.g. IP address, location, browser info)

9.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Names, contact details, audition footage, biographies	Broadcasters / Commissioning Clients – for reviewing cast and participant selections
Identity documents, contracts, tax information	Legal and Compliance Advisors – for legal review, due diligence, or audits
Banking details, payment records	Payroll Service Providers / Financial Institutions – for payment processing
Employee or crew personal and employment records	Regulatory Bodies (e.g., SARS, Department of Labour) – for statutory compliance
Health information (e.g. COVID declarations, fitness to work)	Health & Safety Officers / Medical Service Providers – for production health protocols
Personal information and media (photos, videos)	Marketing Agencies / PR Teams – for promotional or publicity purposes (with consent)
CVs, contact details, supporting documents	Recruitment Service Providers – to assist with hiring or freelance placements
Social media handles, user content, feedback	Digital Marketing Teams / Social Media Platforms – for audience engagement or moderation
Identity number and names	South African Police Services – for criminal checks
Qualifications and academic history	Qualification Verification Services – for verifying academic credentials
Credit and payment history	Credit Bureaus / Financial Vetting Agencies – for obtaining creditworthiness reports

9.4 Planned transborder flows of personal information

Rapid Blue may store and process certain personal information using cloud services, which may involve the transfer of personal data outside the Republic of South Africa. Specifically:

- Cloud: Personal information may be stored in cloud infrastructure, which could involve the transfer of data-to-data centres located in the United Kingdom. This includes a wide range of personal information, such as basic identifiers, contract information, demographic information, employment and educational information and financial information.

records, contractual agreements, production-related data, email communications, and other operational records related to projects, clients, and talent management. In such a case, should Rapid Blue make use of cloud infrastructure outside of South Africa, Rapid Blue's use of the said infrastructure will be conditional to compliance with the requirements outlined in section 72 of the Protection Of Personal Information Act, in order to provide adequate protection for the data subjects personal information.

9.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

Rapid Blue is committed to ensuring the confidentiality, integrity, and availability of all personal and business-related information. To achieve this, we implement a range of robust information security measures, including the following:

- **Access Control and Authentication:**
Access to personal information is restricted to authorized personnel only. This is managed through strong authentication methods, including multi-factor authentication (MFA), and role-based access control (RBAC) to ensure that only those who need access to specific data can retrieve it.
- **Data Encryption:**
All personal information, both in transit and at rest, is encrypted using industry-standard encryption protocols (e.g., AES-256) to prevent unauthorized access or tampering. This applies to data stored on internal servers as well as cloud-based storage solutions.
- **Secure Communication Channels:**
Sensitive information is transmitted over secure channels, such as HTTPS or secure email systems, ensuring that any communication involving personal data is protected from interception or unauthorised access.
- **Data Backup and Disaster Recovery:**
Regular backups of personal information and critical business data are performed to safeguard against data loss.
- **Employee Training and Awareness:**
All employees are regularly trained on data protection policies, the importance of confidentiality, and how to recognise and respond to security threats, including phishing and other social engineering attacks.
- **Physical Security:**
Our offices and data centres are equipped with physical security measures, including controlled access and secure storage for physical records, to protect against unauthorized access and theft.

10. AVAILABILITY OF THE MANUAL

10.1 A copy of the Manual is available:

10.1.1 on <https://rapidblue.com>

10.1.2 head office of Rapid Blue for public inspection during normal business hours;

10.1.3 to any person upon request and upon the payment of a reasonable prescribed fee;
and

10.1.4 to the Information Regulator upon request.

10.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

11. UPDATING OF THE MANUAL

The head of Rapid Blue will on a regular basis update this manual.

Issued by



Refiloe Montso

Business & Legal Affairs Manager

12. ANNEXURE A: FORM2 – REQUEST FOR ACCESS TO RECORD

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

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

TO: The Information Officer

(Address)

E-mail address:

--

Fax number:

--

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 (when made on behalf of another person)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile: <table border="1"><tr><td></td></tr></table>	
Cellular:				
Full names of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED <i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer