



# **PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL**

## **The Playhouse Company – PAIA Manual**

Prepared in terms of Section 14 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), as amended

Date of revision: 18 February 2026

### **TABLE OF CONTENTS**

1. Preamble
2. Our Details
3. The PAIA Guide (Information Regulator)
4. Availability of this Manual
5. Updating of this Manual
6. The Playhouse Company Profile
7. Definitions
8. Remedies for Acts or Failure to Act
9. How to Request Access to Records Held by The Playhouse Company
- 9.1 Internal Appeal / Complaints
10. Remedies Available for Non-Compliance with PAIA
11. Prescribed Fees (Annexure B)
12. Information Available in terms of PAIA
13. Processing of Personal Information (POPIA alignment)
14. Public Participation & Services
15. Information Automatically Available
- Annexure A – Form 02: Request for Access to Record (Regulation 7)
- Annexure B – Fees in respect of Public Bodies (per 2021 PAIA Regulations)
- Annexure C – Form 03: Outcome of request and of fees payable (Regulation 8)
- Annexure D – Form 05: Complaint to the Information Regulator (Regulation 10)
- Annexure E – POPIA Form 1: Objection to Processing (Regulation 2)
- Annexure F – POPIA Form 2: Request for Correction/Deletion (Regulation 3)

## 1. PREAMBLE

This Manual is published in terms of section 14 of the Promotion of Access to Information Act, 2000 (PAIA). PAIA gives effect to section 32 of the Constitution by providing the right of access to information held by the State, and to information held by another person that is required for the exercise or protection of any right. The Playhouse Company supports this constitutional right and is committed to providing requesters access to records in accordance with PAIA and the 2021 Regulations.

## 2. OUR DETAILS

**Name** : The Playhouse Company  
**Registered Address** : 29 Acutt Street, Durban, 4001  
**Telephone** : (031) 369 9555  
**Email** : manager\_office\_ceo@playhousecompany.com  
**Website** : www.playhousecompany.com  
**Information Officer (IO)** : Precious Lynda Bukhosini  
**Deputy Information Officer (DIO)**: Amar Mohanparasadh

## 3. THE PAIA GUIDE (INFORMATION REGULATOR)

Section 10 of PAIA requires the Information Regulator to compile a Guide to assist persons wishing to exercise rights under PAIA and POPIA. The Guide is available from the Information Regulator and on its website.

**Physical Address** : JD House, 27 Stiemens Street, Braamfontein,  
Johannesburg, 2001  
**Postal Address** : P.O. Box 31533, Braamfontein, Johannesburg,  
2017  
**Telephone** : +27 (0)10 023 5200  
**Email (enquiries)** : enquiries@inforegulator.org.za  
**Website** : <https://inforegulator.org.za>

## 4. AVAILABILITY OF THIS MANUAL

A copy of this Manual is available on our website ([www.playhousecompany.com](http://www.playhousecompany.com)), at our registered address, or on request from the IO/DIO via email.

## 5. UPDATING OF THIS MANUAL

This Manual will be reviewed and updated when material changes (including legislative or organisational changes) necessitate.

## 6. THE PLAYHOUSE COMPANY PROFILE

The Playhouse Company is eThekweni's premier theatre organisation, based at the Playhouse Theatre Complex in Durban, KwaZulu-Natal. As a Cultural Institution, it receives public funding and is mandated to produce an equitable programme of live theatre (music, drama, dance), manage an education and development programme, and manage the Playhouse Complex venues.

## 7. DEFINITIONS

**Act / PAIA:** Promotion of Access to Information Act, 2000, as amended.

**Information Officer:** The CEO of The Playhouse Company, designated in terms of PAIA and POPIA.

**Deputy Information Officer:** A person designated to assist the IO in terms of PAIA and POPIA.

**Record:** Any recorded information, regardless of form or medium, in our possession or under our control.

**Requester:** Any person making a PAIA request for access to a record.

## 8. REMEDIES FOR ACTS OR FAILURE TO ACT

Conduct by officials is regulated by applicable legislation (including the PFMA and the Cultural Institutions Act). Members of the public may utilise remedies under PAIA/POPIA, including complaints to the Information Regulator or applications to court where applicable.

## **9. HOW TO REQUEST ACCESS TO RECORDS HELD BY THE PLAYHOUSE COMPANY**

- Requests must be submitted on Form 02: Request for Access to Record (per the 2021 PAIA Regulations).
- Submit the completed form to the Information Officer or Deputy Information Officer at the addresses in Section 2.
- Attach proof of identity (and authority, if acting for another person).
- Provide sufficient detail to identify the record and indicate preferred form/manner of access.
- Fees may be payable as prescribed (see Annexure B). Personal requesters seeking their own personal information do not pay the request fee.

### **9.1 Internal Appeal / Complaints**

Internal appeal under section 74 of PAIA applies only to certain public bodies (e.g., national and provincial departments). As a public entity, The Playhouse Company does not have an internal appeal procedure under section 74. If dissatisfied with a decision or non-response, a requester may lodge a PAIA complaint (Form 05) with the Information Regulator or apply to court for appropriate relief, after exhausting applicable remedies.

## **10. REMEDIES AVAILABLE FOR NON-COMPLIANCE WITH PAIA**

Requesters may:

- (a) lodge a written complaint with the Information Regulator (Form 05), and/or
- (b) apply to a competent court for appropriate relief in terms of section 82 of PAIA, subject to section 77A and the duty to exhaust available remedies.

## **11. PRESCRIBED FEES (SEE ANNEXURE B)**

Fees are prescribed in the 2021 PAIA Regulations. The request fee is payable by requesters other than personal requesters. Access fees and capped search and preparation fees may also apply.

## 12. INFORMATION AVAILABLE IN TERMS OF PAIA

Records are held in the categories below. Disclosure may be refused on applicable grounds in Chapter 4 of PAIA. Requests are evaluated case by case.

<b>Statutory &amp; Governance</b>	<ul style="list-style-type: none"><li>• Founding legislation, governance codes, Council/Board records, charters, and approved policies.</li><li>• Annual Reports and Annual Financial Statements (where applicable)</li></ul>
<b>Finance &amp; Supply Chain</b>	<ul style="list-style-type: none"><li>• Budgets, financial statements, ledgers, SCM policies, contracts, leases, and procurement records.</li></ul>
<b>Human Resources</b>	<ul style="list-style-type: none"><li>• Employment contracts, EE plans, payroll records, leave records, training and performance records, HR policies.</li></ul>
<b>Legal &amp; Compliance</b>	<ul style="list-style-type: none"><li>• Litigation records, legal opinions (subject to privilege), licences and permits, compliance reports.</li></ul>
<b>Information Technology</b>	<ul style="list-style-type: none"><li>• Systems inventories, licences, security and DR plans, ICT policies.</li></ul>
<b>Marketing &amp; Productions</b>	<ul style="list-style-type: none"><li>• Programmes, brochures, scripts, designs, recordings, and archives, subject to IP and contractual restrictions.</li></ul>
<b>Facilities &amp; Assets</b>	<ul style="list-style-type: none"><li>• Asset registers, maintenance schedules, venue rental agreements, and safety records.</li></ul>

### **13. PROCESSING OF PERSONAL INFORMATION (POPIA ALIGNMENT)**

In accordance with POPIA, The Playhouse Company processes personal information for purposes including human resources administration, finance and procurement, venue management, security and access control, stakeholder and patron engagement, marketing (subject to consent and opt-out), and legal compliance. Personal information is retained in accordance with legal retention periods and disposed of securely. Data subjects may exercise POPIA rights by contacting the IO/DIO.

### **14. PUBLIC PARTICIPATION & SERVICES**

Persons who wish to consult, make representations, or participate in policy development or service delivery matters may contact the Office of the CEO via the details in Section 2. Playhouse services (e.g., venue bookings, productions, box office) are detailed on our website.

### **15. INFORMATION AUTOMATICALLY AVAILABLE**

The following information is automatically available via our website without a PAIA request: brochures, press releases, annual reports, policies designated for public access, and marketing/promotional material.

#### **Annexure A – Link to Form 02**

[Form 02 – Request for Access](#)

#### **Annexure C – Link to Form 03**

[Form 03 – Outcome of Request](#)

#### **Annexure D – Link to Form 05**

[Form 05 – Complaint Form](#)

#### **Annexure E – POPIA Form 1**

[POPIA Form 1 – Objection](#)

#### **Annexure F – POPIA Form 2**

[POPIA Form 2 – Correction/Deletion](#)

**Annexure B – Fees in respect of Public Bodies (per 2021 PAIA Regulations)**

<b>Request fee (non-personal requests)</b>	R100.00
<b>Photocopy of A4 page (per page)</b>	R1.50
<b>Printed copy of A4 page (per page)</b>	R1.50
<b>Copy in computer-readable form (CD/flash drive provided by requester)</b>	R40.00 (CD)/R40.00 (flash drive)
<b>Transcription of visual images (per A4 page)</b>	Service to be outsourced – per quotation
<b>Copy of visual images</b>	R60.00
<b>Transcription of an audio record (per A4 page)</b>	R24.00
<b>Copy of an audio record (CD/flash drive)</b>	R40.00/R60.00
<b>Search &amp; preparation (per hour) – public bodies (capped)</b>	R100.00 per hour, capped at R300.00
<b>Postage / electronic transfer</b>	Actual cost