



PAIA MANUAL

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

Date of Compilation: [2026/07/29]

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1. ACRONYMS AND ABBREVIATIONS

Acronym Full Description

CEO Chief Executive Officer

IO Information Officer

DIO Deputy Information Officer

PAIA Promotion of Access to Information Act No. 2 of 2000 (as amended)

POPIA Protection of Personal Information Act No. 4 of 2013

Regulator Information Regulator

FFP Flash Frequency Productions

2. PURPOSE OF THE PAIA MANUAL

This PAIA Manual is designed to help members of the public understand how to access information held by Flash Frequency Productions (“FFP”, “we”, “our” or “us”) and what information is available without needing to submit a formal request.

Specifically, this manual aims to:



- Identify the types of records the organization makes available without requiring a formal PAIA request;
- Explain how to request access to information, including the subjects the organization holds records on and the categories of records under each subject;
- List records that are available in terms of other applicable legislation;
- Provide the contact details of the Information Officer and Deputy Information Officer(s) who are responsible for assisting the public with information access;
- Describe the official PAIA Guide developed by the Information Regulator and how to obtain it;
- Outline whether the organization processes personal information, the purpose of such processing, and the categories of data subjects and types of personal information held;
- Indicate the recipients (or categories of recipients) to whom personal information may be disclosed;
- State whether the organization intends to transfer or store personal information outside of South Africa, and who the recipients of that information may be; and
- Describe the security measures in place to protect the confidentiality, integrity, and availability of the personal information processed by the organization.

3. CONTACT DETAILS

- Information Officer: [Full Name of IO]
- Deputy Information Officer: [Full Name of DIO]
- General Email for PAIA Requests: paia@flashfrequencyproductions.co.za
- Physical Address: 10 Manning Street, Margate Manaba Beach, 4276
- Postal Address: 10 Manning Street, Margate Manaba Beach, 4276
- Telephone: [Phone Number]



Website: www.flashfrequencyproductions.co.za

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

In accordance with Section 10(1) of PAIA, the Information Regulator has published a comprehensive Guide on how to exercise rights under PAIA and POPIA. This Guide is available in all official South African languages, as well as in braille, and can be viewed or copied from the offices of public or private bodies.

Copies of the updated Guide are available from the Information Regulator free of charge. Any request for public inspection of the Guide at the office of the Information Officer, or a request for a copy of the Guide from the Information Officer, must substantially correspond with Form 1 of Annexure A to Government Notice No. R.757 dated 27 August 2021.

Contact details for the Information Regulator:

Physical Address: [Insert Address of Information Regulator]

Website: www.inforegulator.org.za

5. RECORDS AVAILABLE WITHOUT REQUEST (SECTION 15(2))

In accordance with Section 15(2) of PAIA, the following categories of records are available without a person having to submit a formal PAIA request:

Marketing and Promotional Material: Brochures, flyers, social media content, press releases, and showreels.

Public Portfolio: Published artist profiles, publicly available music releases, and event portfolios.

General Company Information: Company registration details and B-BBEE certificates (where applicable).

Job Vacancies: Advertised employment opportunities and general recruitment information.

These records may be accessed via the FFP website (www.flashfrequencyproductions.co.za) or by contacting the Information Officer.



6. RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

The following records may be available in terms of other applicable legislation:

Legislation	Records
Companies Act 71 of 2008	Memorandum of Incorporation, annual returns, and directors' details (publicly available at CIPC).
Labor Relations Act 66 of 1995	Employment contracts and internal grievance procedures (subject to employee privacy).
Basic Conditions of Employment Act 75 of 1997	Records related to working hours, leave, and remuneration.
Occupational Health and Safety Act 85 of 1993	Health and safety records and incident reports.
Tax Administration Act 28 of 2011	Tax clearance certificates and VAT registration (subject to SARS disclosure rules).
Copyright Act 98 of 1978	Records relating to ownership of intellectual property, including music and audio-visual content.

7. SUBJECTS AND RECORD CATEGORIES

The following is a description of the subjects on which Flash Frequency Productions holds records and the categories of records held on each subject:

7.1. Corporate and Administrative Records

Subject	Categories of Records
Company Registration	Memorandum of Incorporation, Certificate of Incorporation, Directors' resolutions, Shareholder agreements.



Subject	Categories of Records
Financial Records	Annual financial statements, management accounts, audit reports, bank statements, and tax returns.
Insurance	Insurance policies, claims history, and risk assessments.
Legal Records	Contracts, service level agreements, non-disclosure agreements, and litigation records.
Internal Policies	HR policies, IT security policies, POPIA/PAIA compliance policies, and code of conduct.

7.2. Human Resources Records

Subject	Categories of Records
Employee Records	Personal details, employment contracts, salary information, performance reviews, disciplinary records, and leave records.
Recruitment	CVs, interview notes, background checks, and application forms of successful and unsuccessful candidates.
Training	Training registers, certificates, and skills development plans.

7.3. Operations and Production Records

Subject	Categories of Records
Client Projects	Production briefs, storyboards, shooting schedules, call sheets, and post-production notes.
Audio & Music Assets	Original music compositions, mixing/mastering sessions, vocal recordings, and sound effects libraries.
Visual Assets	Raw footage, edited videos, motion graphics, photography, and CGI assets.
Equipment Inventory	Equipment registers, maintenance logs, rental agreements, and calibration reports.
Venue & Logistics	Venue contracts, technical riders, stage plots, and logistics plans.



7.4. Financial & Client Records

Subject	Categories of Records
Client Invoices	Quotes, invoices, receipts, payment histories, and credit notes.
Supplier Records	Supplier registration forms, purchase orders, delivery notes, and payment records.
Artist/Talent Records	Talent release forms, royalty agreements, performer contracts, and model releases.

8. PROCESSING OF PERSONAL INFORMATION IN TERMS OF POPIA

In compliance with Section 51(1)(c) to (e) of PAIA (read with POPIA), Flash Frequency Productions processes personal information as detailed below:

8.1. Purpose of Processing Personal Information

FFP processes personal information for the following legitimate purposes:

- To conduct business operations, including production, audio/visual content creation, and event management;
- To enter into and perform contracts with clients, suppliers, artists, and employees;
- To market and promote our services (subject to the data subject's consent where required);
- To comply with legal and regulatory obligations (e.g., tax, employment law, health & safety);
- To manage recruitment and human resources functions; and
- To protect the legitimate interests of FFP and its stakeholders.

8.2. Categories of Data Subjects

FFP processes personal information of the following categories of data subjects:

- Employees, directors, and independent contractors;
- Clients and prospective clients;



Suppliers and service providers;

Artists, performers, and talent;

Third-party collaborators and partners; and

Visitors to our premises and website users.

8.3. Categories of Personal Information Processed

Depending on the relationship, FFP may process the following personal information:

Personal Identifiers: Names, surnames, identity numbers, passport numbers, and contact details (address, email, phone numbers).

Demographic Information: Date of birth, gender, nationality, and language preferences.

Financial Information: Bank account details, tax numbers, and payment history.

Employment Information: Job titles, employment history, qualifications, references, and performance evaluations.

Special Personal Information: Where strictly necessary and lawful, we may process information relating to race, health, or criminal history (e.g., for health & safety purposes or background checks with consent).

8.4. Recipients of Personal Information

Personal information may be shared with the following categories of recipients (only on a need-to-know basis):

Service Providers: IT hosting providers, cloud storage providers, and software vendors;

Professional Advisors: Legal counsel, auditors, and accountants;

Financial Institutions: Banks and payment processors;

Government Authorities: SARS, Department of Labour, CIPC, and law enforcement (where legally required); and

Third-Party Production Partners: Freelance creative's, venues, and technical subcontractors (subject to written data protection agreements).



8.5. Transfer of Personal Information Outside South Africa

FFP may transfer or store personal information outside the Republic of South Africa only where:

The recipient is subject to a law, binding corporate rule, or binding agreement that provides an adequate level of protection; and

The transfer is necessary for the performance of a contract, or is based on explicit consent from the data subject.

Currently, FFP utilizes cloud-based platforms (such as [e.g., Google Workspace, Dropbox, or specific production software]) which may host data on servers located outside South Africa. FFP ensures that all cross-border transfers comply with Section 72 of POPIA.

8.6. Security Measures

FFP has implemented appropriate, reasonable technical and organizational security measures to protect personal information against loss, damage, unauthorized access, or unlawful processing, including:

Access Control: Role-based access controls and unique user credentials for all systems;

Data Encryption: Encryption of data in transit (SSL/TLS) and at rest where feasible;

Network Security: Firewalls, anti-virus software, and regular security patch updates;

Physical Security: Controlled access to our physical premises at 10 Manning Street, Margate Manaba Beach, 4276;

Policies and Training: Regular staff training on data protection and internal POPIA/PAIA compliance policies; and

Incident Response: A documented data breach response plan to promptly detect, contain, and report breaches to the Information Regulator and affected data subjects.

9. REQUEST PROCEDURE FOR ACCESS TO RECORDS



A requester who wishes to access information held by FFP must follow the procedure outlined below:

Complete the Prescribed Form: The requester must complete the prescribed PAIA request form (Form 2 of Annexure A to Government Notice No. R.757 dated 27 August 2021).

Submit the Request: The completed form must be submitted to the Information Officer at the contact details provided in Section 3 of this manual.

Pay the Required Fee:

A request fee (prescribed by the Department of Justice) may be payable before the request is processed.

An additional access fee (for reproduction, search, and preparation) may be charged if the request is granted.

FFP will notify the requester of the applicable fees and request payment before processing the request.

Processing Timeframe: FFP will process the request within 30 (thirty) days of receipt of the request, or receipt of the applicable fees (whichever is later). This period may be extended by a further 30 days if the request is for a large volume of information, or if the request is granted, provided the requester is notified in writing.

10. GROUNDS FOR REFUSAL OF ACCESS

FFP may refuse a request for access to information on the following grounds, in accordance with Part 4, Chapter 2 of PAIA:

Protection of Privacy (Section 63): Where disclosure would involve the unreasonable disclosure of personal information of a third party.

Commercial Confidentiality (Section 64): Where disclosure would reveal confidential commercial information or trade secrets of FFP or a third party.

Safety and Security (Section 65): Where disclosure could reasonably endanger the life or physical safety of an individual.

Legal Privilege (Section 66): Where the records are privileged from production in legal proceedings.



- Financial Information (Section 67): Where disclosure would prejudice the commercial or financial interests of FFP or a third party.
- Research Information (Section 68): Where disclosure would reveal information about research being conducted by FFP or a third party.
- Mandatory Protection (Sections 38-46): Where disclosure is prohibited by law or would prejudice the defense, security, or international relations of the Republic.

11. AVAILABILITY OF THE MANUAL

This PAIA Manual is available:

On our website: www.flashfrequencyproductions.co.za

At our physical premises: 10 Manning Street, Margate Manaba Beach, 4276 (during normal business hours).

Upon request: A copy will be made available to any person upon request and upon payment of a reasonable copying fee.

12. UPDATES AND REVISIONS

This manual is subject to periodic review and may be updated to reflect changes in legislation, company structure, or operational requirements. The latest version of the manual will always be published on our website.

Signed on behalf of Flash Frequency Productions:

Signature: _____

Name: [Name of Director/Information Officer]

Designation: Information Officer



Date: [Date]