RADIO WORKSHOP NON-PROFIT COMPANY

PAIA MANUAL

In terms of Section 51 of the Promotion of Access to Information Act 2 of 2000

1. THE PURPOSE

The purpose of this document is to serve as the Manual of Radio Workshop Non-Profit Company (hereinafter referred to as “Radio Workshop”), as required in terms of the Act, and to provide a reference to the records held and the procedures which must be followed to request access to such records.

2. INTRODUCTION

Radio is a non-profit company incorporated in terms of the Companies Act, 71 of 2008.

Radio Workshop was formerly known as the Children's Radio Foundation and serves as the parent organisation within the Radio Workshop group structure. Headquartered in South Africa, Radio Workshop operates and supports youth media initiatives across a number of African countries through partnerships with community radio stations, youth organisations, educational institutions, development agencies and other stakeholders.

The primary objective of Radio Workshop is to train and empower young people and young adults to establish and participate in community-based youth media projects and to provide training in audio production, podcasting, radio broadcasting, storytelling and the sustainable management of youth media platforms.

In carrying out its activities, Radio Workshop develops and implements youth media programmes, training initiatives, community engagement projects, research activities and related educational and developmental programmes. The organisation also engages with donors, funding partners, service providers, employees, contractors, volunteers, programme participants, beneficiaries and other stakeholders in support of its mission.

As part of its operations, Radio Workshop collects, processes, stores and manages records and personal information relating to directors, employees, contractors, volunteers, donors, funding partners, programme participants, beneficiaries, service providers and other stakeholders for purposes relating to governance, administration, programme implementation, human resources, financial management, fundraising, stakeholder engagement, monitoring and evaluation, regulatory compliance and related organisational activities.

This Manual has been prepared in accordance with the provisions of the Promotion of Access to Information Act, 2 of 2000 ("PAIA"), and takes into account the requirements of the

Protection of Personal Information Act, 4 of 2013 ("POPIA"), to promote transparency, accountability and lawful access to information held by Radio Workshop.

3. COMPANY CONTACT DETAILS [Section 51 (1) (a)]

Information Officer:

Vuyokazi Lutseke (Executive Director)

The Information Officer has been duly designated and registered with the Information Regulator in terms of section 55 of the Protection of Personal Information Act, 4 of 2013 (POPIA).

Postal Address: The Pavilion Building, Corner Portswood and Dock Road, Victoria & Alfred Waterfront, Cape Town, 8005
Physical Address: The Pavilion Building, Corner Portswood and Dock Road, Victoria & Alfred Waterfront, Cape Town, 8005
Telephone: +27 (0)73 269 0815
Website: https://radioworkshop.org
Email (for PAIA requests): info@radioworkshop.org

4. THE ACT [Section 51 (1) (b)]

4.1 The Act grants a requester access to the records of a private body, where such record is required for the exercise or protection of any rights, subject to the provisions of the Act. If a public body lodges a request, it must be acting in the public interest.

4.2 Requests in terms of the Act shall be made in accordance with the prescribed procedures and fees as set out in the PAIA Regulations, 2021, using Form 2 prescribed under Annexure A to the PAIA Regulations, 2021, attached to this Manual.

4.3 The Guide on how to use the Promotion of Access to Information Act has been compiled by the Information Regulator in terms of section 10 of the Act. The Guide is available in each official language and may be obtained from the Information Regulator.

4.4 The contact details of the Information Regulator (South Africa) are:
Website: https://inforegulator.org.za/
Email: inforeg@justice.gov.za
Tel: 012 406 4818

5. APPLICABLE LEGISLATION [Section 51 (1) (c)]

NO.	ACT NO.	LEGISLATION
1.	75 of 1997	Basic Conditions of Employment Act
2.	53 of 2003	Broad-Based Black Economic Empowerment Act
3.	71 of 2008	Companies Act
4.	98 of 1978	Copyright Act
5.	25 of 2002	Electronic Communications and Transactions Act
6.	55 of 1998	Employment Equity Act
7.	95 of 1967	Income Tax Act
8.	66 of 1995	Labour Relations Act
9.	85 of 1993	Occupational Health and Safety Act
10.	2 of 2000	Promotion of Access to Information Act
11.	4 of 2013	Protection of Personal Information Act
12.	71 of 1997	Nonprofit Organisations Act
13.	30 of 1996	Unemployment Insurance Act
14.	63 of 2001	Unemployment Insurance Contributions Act
15.	89 of 1991	Value Added Tax Act
16.	58 of 1962	Customs and Excise Act (where applicable)
17.	17 of 2002	Mental Health Care Act (where applicable)
18.	5 of 2000	Preferential Procurement Policy Framework Act (where applicable)
19.	36 of 2005	Electronic Communications Act (where applicable)
20.	13 of 2000	Independent Communications Authority of South Africa Act

6. SCHEDULE OF RECORDS [Section 51 (1) (d)]

RECORD CATEGORY	SUBJECT	AVAILABILITY
Corporate and Governance Records	Memorandum of Incorporation, governance policies, Board and Committee charters, meeting documentation, resolutions, governance reports, statutory records and related corporate governance documentation	Request in terms of PAIA

Financial Records	Annual Financial Statements, accounting records, budgets, management accounts, tax records and related financial documentation	Request in terms of PAIA
Human Resources Records	Employee records, payroll records, training records, leave records and related HR documentation	Request in terms of PAIA
Programme and Project Records	Programme plans and reports; Youth training records; Workshop materials; Monitoring and evaluation reports; Research reports; Participant records; Project implementation records; Community engagement records	Request in terms of PAIA
Media and Content Records	Audio recordings; Podcasts; Radio programme content; Interview recordings; Production records; Media project documentation; Publications and communications material	Request in terms of PAIA
Donor and Stakeholder Records	Donor agreements; Grant agreements; Funding proposals; Donor reports; Stakeholder engagement records; Partnership agreements; Sponsorship records	Request in terms of PAIA
Operational Records	Service provider agreements; Procurement records; Insurance records; Internal operational policies; Facilities records; Risk management records	Request in terms of PAIA
Information Technology Records	Information security policies; System access records; Hardware and software inventories; Backup and disaster recovery records; Website administration records; IT service agreements	Request in terms of PAIA
Legal and Compliance Records	Contracts and agreements; Litigation records; PAIA records; POPIA compliance records; Regulatory correspondence; Statutory filing records; Compliance policies	Request in terms of PAIA

Marketing and Public Information	Annual reports; Newsletters; Website content; Promotional material; Media releases; Public organisational information	Certain information may be available on the website. All other records available upon request in terms of PAIA

Note: Access to records may be subject to the grounds for refusal of access contemplated in Chapter 4 of the Promotion of Access to Information Act, 2 of 2000.

7. PROCEDURE FOR REQUEST FOR ACCESS (SECTIONS 53)

7.1 The requester must comply in full with all the procedural requirements as set out in the Act and this Manual, relating to the request for access to a record. Failure to do so may result in the request being refused.

7.2 The requester must complete the prescribed form enclosed herewith as **Appendix 1** and submit the completed form together with payment of the request fee (if applicable) and a deposit (if applicable) to the Information Officer at the postal or physical address or electronic mail address under **SECTION 3** above.

7.3 The prescribed form must be completed with enough particulars to at least enable the Information Officer to identify:

- The records requested;
- The identity of the requester;
- Which form of access to the records is required, should the request be granted; and
- The postal address or email address of the requester.

7.4 The requester must identify the right sought to be exercised or protected and explain why the requested record is required for the exercise or protection of that right.

7.5 The requester must indicate if the requester, in addition to being informed in writing whether access to the record has been granted, wishes to be informed of the decision of the request in any other manner. If so, the requester must state the manner with full particulars.

7.6 If the request is made on behalf of another person, then in such event, the requester must submit proof of the capacity in terms of which the requester is making the request to the reasonable satisfaction of the Information Officer.

7.7 Should an individual be unable to complete the prescribed form because of illiteracy, disability or any other reason, such individual may submit the request orally to the Information Officer.

7.8 The requester must pay the prescribed fee (if applicable) before any further processing can take place.

7.9 The requester will be informed within 30 days of receipt of the request of the decision whether or not to grant the request.

7.10 The 30 day period may be extended with a further period of not more than 30 days if the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities, or the records are not located at the premises, or consultations with another private body or third party are required.

7.11 Should the request be granted, the written notice must state the access fee (if any) to be paid upon access, the form in which access will be given and that the requester may lodge an application with a Court against the access fee to be paid or the form of access granted, and the procedure for lodging such application.

7.12 Should the request be refused, the notice must state adequate reasons for the refusal, including the provisions of the Act relied upon, and state that the requester may lodge an application with a Court against the refusal of the request, and the procedure (including the period) for lodging the application.

8. PRESCRIBED FEES [Section 54]

The following applies to requests (other than personal requests):

8.1 A requester is required to pay the prescribed request fee (if applicable) before a request will be processed;

8.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (being not more than one third of the access fee which would be payable if the request were granted);

8.3 A requester may lodge an application with a court against the tender / payment of the request fee and/or deposit.

8.4 Records may be withheld until the fees have been paid.

8.5 The applicable request fees and access fees are prescribed in terms of the PAIA Regulations, 2021, as amended from time to time **(Appendix 2)**.

9. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS (CHAPTER 4 OF THE ACT)

Apart from section 7 of the Act, and subject to section 70 of the Act, the main grounds upon which Radio Workshop NPC may refuse a request for access to records include:

9.1 Protection of Personal Information:

The protection of personal information relating to a third party who is a natural person, where the disclosure of such information would involve the unreasonable disclosure of personal information;

9.2 Protection of Commercial Information of a Third Party

The protection of commercial information of a third party where the record contains:

- trade secrets of that third party;
- financial, commercial, scientific or technical information, the disclosure of which could reasonably be expected to cause harm to the commercial or financial interests of that third party; or
- information supplied in confidence by a third party, the disclosure of which could place that third party at a disadvantage in contractual negotiations or commercial competition.

9.3 Protection of Confidential Information:

The protection of information supplied in confidence by a third party where disclosure would constitute a breach of a duty of confidence owed to that third party in terms of an agreement, law or established relationship;

9.4 Protection of Safety and Well-being of Individuals:

The protection of information where disclosure could reasonably be expected to endanger the life, physical safety, wellbeing or privacy of an individual.

9.5 Protection of Children and Vulnerable Persons:

The protection of personal information relating to children, young people and other vulnerable persons participating in programmes, projects, research activities, training initiatives or other activities conducted by Radio Workshop, where disclosure would be contrary to applicable legislation or the best interests of such persons.

9.6 Privileged Records:

The protection of records that are privileged from production in legal proceedings, unless the person entitled to the privilege has waived such privilege.

9.7 Protection of the Commercial and Operational Information of Radio Workshop

The protection of records containing:

- confidential financial information;
- fundraising and donor-related information;
- funding proposals and grant applications;
- research material and unpublished reports;
- programme development material;
- strategic plans and operational plans;
- information technology systems and security information; or
- information which, if disclosed, could reasonably be expected to prejudice the operational, financial or organisational interests of Radio Workshop.

9.8 Protection of Research Information

The protection of research information of Radio Workshop or a third party where disclosure could expose confidential information, compromise research activities, prejudice future research, or identify research participants without lawful authority.

9.9 Mandatory Protection of Certain Records

Access to records may be refused where refusal is required or authorised in terms of PAIA, POPIA or any other applicable legislation.

10. RECORDS THAT CANNOT BE FOUND OR DO NOT EXIST

If Radio Workshop has searched for a record and it is reasonably believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the record.

11. THIRD PARTY INFORMATION

11.1 If access is requested to a record that contains information about a third party, Radio Workshop is obliged to attempt to contact this third party to inform them of the request. This enables the third party to respond by either consenting to the access or by providing reasons why the access should be denied.

11.2 In the event of the third-party furnishing reasons supporting or opposing access, the Information Officer will consider these reasons in determining whether access should be granted, or not.

12. REMEDIES AVAILABLE IN REFUSAL OF A REQUEST FOR INFORMATION (PART 4 OF THE ACT)

12.1 Radio Workshop does not have internal appeal procedures and accordingly, the decision of the Information Officer shall be final.

12.2 Therefore, should the requester be dissatisfied with the Information Officer's decision to refuse access, that person may within 30 days of notification of the refusal apply to a Court for the appropriate relief.

12.3 Should a third party be dissatisfied with the Information Officer's decision to grant a request for information relating to that third party, it (the third party) may within 180 days of notification of such decision, apply to a Court for the appropriate relief.

13. OTHER INFORMATION AS MAY BE PRESCRIBED UNDER SECTION 51(1)(f) OF THE ACT (SECTION V)

The Minister of Justice and Constitutional Development has not made any regulation in this regard.

14. AVAILABILITY OF THE MANUAL UNDER SECTION 51(3) OF THE ACT (SECTION VI)

This Manual is available for inspection at the offices of Radio Workshop NPC free of charge.

A copy of this Manual may be requested from the Information Officer and may also be made available to the Information Regulator and any other person upon request in accordance with the provisions of the Promotion of Access to Information Act, 2 of 2000.

Where applicable, this Manual may also be made available on the organisation's website: https://radioworkshop.org

15. SECTION VII: COMPLIANCE WITH THE PROTECTION OF PERSONAL INFORMATION ACT (POPIA)

Radio Workshop NPC confirms that its Information Officer has been designated in accordance with the Protection of Personal Information Act, 4 of 2013 ("POPIA").

Radio Workshop processes personal information relating to directors, employees, contractors, volunteers, programme participants, beneficiaries, donors, funding partners, service providers

and other stakeholders in the course of conducting its operations and pursuing its organisational objectives.

The organisation collects and processes personal information for purposes including governance and administration, programme implementation, training and development initiatives, stakeholder engagement, fundraising activities, donor management, human resource administration, financial management, monitoring and evaluation, communications, regulatory compliance and other lawful organisational activities.

Personal information may be collected through correspondence, applications, registration forms, agreements, contracts, programme participation records, surveys, interviews, digital platforms, websites, electronic communications and other lawful means necessary for the performance of the organisation's activities.

Radio Workshop maintains an official website through which information about the organisation, its programmes and initiatives is made available. The website may also be used for communication, stakeholder engagement and the collection of personal information where necessary for lawful organisational and programme-related purposes.

Records may be maintained in both electronic and physical formats. Radio Workshop implements reasonable technical and organisational measures designed to safeguard personal information against loss, unauthorised access, disclosure, alteration or destruction.
Personal information may be disclosed to third parties where such disclosure is necessary for legitimate operational, contractual, regulatory, funding, reporting or legal purposes, including professional advisors, auditors, regulators, funding partners, service providers and other authorised parties where permitted or required by law.
Radio Workshop may process personal information relating to children and young people in the course of implementing its youth development and training programmes. Such information is processed in accordance with the requirements of POPIA and any other applicable legislation relating to the protection of children.

Personal information is retained only for as long as is reasonably necessary to fulfil the purpose for which it was collected, to comply with legal and regulatory obligations, or as otherwise permitted by law.

Data subjects may request access to, correction of, or deletion of personal information held by Radio Workshop, subject to the provisions of POPIA and any other applicable legislation.

Radio Workshop is committed to processing personal information in a lawful, reasonable and responsible manner and to ensuring that appropriate safeguards are maintained to protect the privacy and confidentiality of personal information entrusted to the organisation.

This PAIA Manual was last reviewed and updated on 02 June 2026.

Appendix 1

ANNEXURE A — FORM 2

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Form 2 — Regulation 7 of the PAIA Regulations, 2021)

NOTE:

1. Proof of identity must be attached to this request.
2. If the request is made on behalf of another person, proof of the requester's authority to request on that person's behalf must be attached.

TO:
Radio Workshop NPC
The Information Officer
The Pavilion Building
Corner Portswood and Dock Road
Victoria & Alfred Waterfront
Cape Town
8005

E-mail address: info@radioworkshop.org
Telephone number: +27 (0)73 269 0815

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

A. PARTICULARS OF PERSON REQUESTING ACCESS

1. *Full names and surname:* _____
2. *Identity number / Registration number (if juristic person):* _____
3. Postal address: _____
4. Street address (if different): _____
5. Telephone number (work / home / cell): _____
6. E-mail address: _____
7. Capacity in which request is made (if on behalf of another person): _____

If the request is made on behalf of another person:

- Full names of person on whose behalf request is made: _____
- Identity number of that person: _____
- Proof of authority to act on behalf of that person must be attached.

B. PARTICULARS OF RECORD(S) REQUESTED

1. Provide full particulars of the record(s) to which access is requested, including reference number, dates, file references, and any other detail that will assist the private body to identify the record(s):

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2. If the space provided is inadequate, please continue on a separate page and attach.

C. FORM OF ACCESS REQUIRED

Mark the appropriate box with an X:

☐ Inspection of record

☐ Copy of record (hard copy)

☐ Copy of record (electronic / email) — provide email address: _____

☐ Transcription of record, or part of record (if applicable) — specify format: _____

☐ Other (specify): _____

If the record is to be posted to you, please indicate the postal address: _____

D. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

Which right is to be exercised or protected? _____

Explain why the record is required for the exercise or protection of that right (give succinct grounds):

E. NOTICE OF DECISION REGARDING REQUEST

If you are notified of a decision regarding this request, in which form would you prefer to be notified?

☐ Written (post) ☐ E-mail ☐ Other (specify) _____

Preferred language of reply (if applicable): _____

F. FEES

1. A request fee (where applicable) must be paid before the request will be processed in terms of the Regulations. The fee payable is prescribed by the Regulations and/or the relevant Schedule (Annexure) and depends on the nature of the request (see PAIA Regulations and Annexure A fee schedule).
2. If access is granted, an access fee (for reproduction, search and preparation, postage, etc.) may be payable. The requester will be informed of any fees due and payment instructions in the outcome notice.

G. SIGNATURE

Signed at _____ on this _____ day of _____ 20____.

Signature of requester / person on whose behalf request is made

Attach: Proof of identity (ID document or company registration documents), and where applicable proof of authority to act.

H. OFFICIAL USE (To be completed by the Information Officer)

Date request received: _____

Reference number: _____

Request fee paid (if applicable): _____

Date acknowledged: _____

Additional information requested: _____

Extension notice issued (if applicable): _____

Outcome of request: _____

Access fee payable (if applicable): _____

Date of final response: _____

Signature of Information Officer:

_____

APPENDIX 2

Annexure B

Fees

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.	For a copy in a computer-readable form on:		
	(i)	Flash drive (to be provided by the requestor)	R40.00
	(ii)	Compact disc	
		• If provided by requestor	R40.00
		• If provided to the requestor	R60.00
5.	For a transcription of visual images per A4-size page		Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images		
7.	Transcription of an audio record, per A4-size page		R24.00
8.	Copy of an audio record on:		
	(i)	Flash drive (to be provided by the requestor)	R40.00

SCHEDULE 1

RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

NO.	ACT NO.	LEGISLATION
1.	75 of 1997	Basic Conditions of Employment Act
2.	53 of 2003	Broad-Based Black Economic Empowerment Act
3.	71 of 2008	Companies Act
4.	98 of 1978	Copyright Act
5.	25 of 2002	Electronic Communications and Transactions Act
6.	55 of 1998	Employment Equity Act
7.	95 of 1967	Income Tax Act
8.	66 of 1995	Labour Relations Act
9.	85 of 1993	Occupational Health and Safety Act
10.	2 of 2000	Promotion of Access to Information Act
11.	4 of 2013	Protection of Personal Information Act
12.	71 of 1997	Nonprofit Organisations Act
13.	30 of 1996	Unemployment Insurance Act
14.	63 of 2001	Unemployment Insurance Contributions Act
15.	89 of 1991	Value Added Tax Act
16.	58 of 1962	Customs and Excise Act (where applicable)
17.	17 of 2002	Mental Health Care Act (where applicable)
18.	5 of 2000	Preferential Procurement Policy Framework Act (where applicable)
19.	36 of 2005	Electronic Communications Act (where applicable)
20.	13 of 2000	Independent Communications Authority of South Africa Act

SCHEDULE 2

SECTION IV:

ACCESS TO RECORDS HELD

INFORMATION REQUIRED UNDER SECTION 51(1)(c) AND SECTION 51(1)(e) OF THE ACT:

1. RECORDS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS IN TERMS OF THE ACT IN TERMS OF SECTION 52(2) (SECTION 51(1)(c):

The following records may be available without a formal request in terms of PAIA, subject to availability:

- Information published on the organisation's website;
- Publicly available annual reports;
- Media releases and public statements;
- Publications and promotional material;
- Information made publicly available for stakeholder engagement and awareness purposes.

2. RECORDS WHICH MAY BE REQUESTED UNDER SECTION 51(1)(e) OF THE ACT:

2.1 Corporate and Governance Records

- Memorandum of Incorporation;
- Board and Committee Charters;
- Board and Committee meeting documentation;
- Board and Committee minutes and resolutions;
- Strategic plans;
- Governance policies and procedures;
- Director appointment and governance records;
- Annual reports.

2.2 Financial Records

- Annual Financial Statements;
- Accounting records;
- Management accounts;
- Budget reports;
- Audit reports;
- Asset registers;
- Banking records;
- Tax records and returns;
- Financial policies and procedures;
- Donor financial reports.

2.3 Human Resource Records

- Employment contracts
- Personnel records;
- Payroll records;
- Leave records;
- Performance management records;
- Employment Equity records;
- Training records;
- Disciplinary records;
- Occupational health and safety records.

2.4 Programme and Project Records

- Programme plans and reports;
- Project implementation records;
- Training materials;
- Workshop records;
- Monitoring and evaluation reports;
- Research reports;
- Community engagement records;
- Programme participant records;
- Beneficiary records.

2.5 Media and Communications Records

- Audio recordings;
- Podcasts and radio programme content;
- Interview recordings;
- Publications;
- Communication materials;
- Website content;
- Media releases;
- Marketing and promotional material.

2.6 Donor and Stakeholder Records

- Donor agreements;
- Grant agreements;
- Funding proposals;
- Funding reports;
- Stakeholder engagement records;

- Partnership agreements;
- Sponsorship agreements;
- Donor correspondence.

2.7 Operational Records

- Service provider agreements;
- Procurement records;
- Insurance records;
- Operational policies and procedures;
- Administrative records;
- Facilities management records;
- Risk management records.

2.8 Information Technology Records

- Information security policies;
- Information technology policies and procedures;
- Hardware and software inventories;
- Backup and disaster recovery records;
- System documentation;
- Website administration records;
- Information technology service agreements.

2.9 Legal and Compliance Records

- Contracts and agreements;
- Litigation and dispute records;
- PAIA compliance records;
- POPIA compliance records;
- Regulatory correspondence;
- Statutory filing records;
- Compliance policies and procedures.

2.10 Research and Monitoring Records

- Research reports;
- Survey results;
- Monitoring and evaluation records;
- Programme impact assessments;
- Data collection records;
- Research participant documentation.