

PAIA MANUAL  
OF  
THE CAPE TOWN CARNIVAL TRUST

Prepared and compiled on 28 May 2026 in accordance with Section 51 of the Promotion of Access to Information Act, in respect of The Cape Town Carnival Trust.

**Registration Number:** IT3811/2008

**Update:** 28 May 2026



# CAPE TOWN CARNIVAL PROMOTION OF ACCESS TO INFORMATION MANUAL PAIA MANUAL

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# CAPE TOWN CARNIVAL PROMOTION OF ACCESS TO INFORMATION MANUAL PAIA MANUAL

## 1. PREAMBLE

The Promotion of Access to Information Act, 2000 (PAIA) came into operation on 9 March 2001. PAIA seeks, among other things, 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, in order to enable them to exercise or protect their rights. Where a request is made in terms of PAIA to a private body, that private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights, and provided that no grounds of refusal contained in PAIA are applicable. PAIA sets out the requisite procedural issues attached to information requests.

Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such private body and stipulates the minimum requirements that the manual has to comply with.

This Manual constitutes Cape Town Carnival's PAIA manual. This Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 ("POPIA"), which gives effect to everyone's Constitutional right to privacy. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.

This PAIA manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.



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### 2. ABOUT CAPE TOWN CARNIVAL TRUST

The Cape Town Carnival's aim is to stage an annual world-class celebration of South African identity with its diverse array of communities and cultures, while simultaneously creating jobs and benefitting our local economy.

Registered Name: Cape Town Carnival Trust

Trust Registration Number: IT3811/2008

NPO Registration Number: 074-662 NPO

PBO Registration Number: PBO 930033114

VAT Number: 4920253293

### 3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION - CAPE TOWN CARNIVAL

#### 3.1 Chief Information Officer

Name: Jay Douwes  
Tel: 072 116 2466  
Email: [jay@capetowncarnival.com](mailto:jay@capetowncarnival.com)

#### 3.2. Deputy Information Officer

Name: Henry Fielding  
Tel: 021 406 3584  
Email: [henry@capetowncarnival.com](mailto:henry@capetowncarnival.com)

#### 3.3. Access to information general contacts

Email: [info@capetowncarnival.com](mailto:info@capetowncarnival.com)

#### 3.4. Head Office

Postal & Physical Address: Ground Floor, Media24 Building  
40 Heerengracht Street  
Foreshore, 8001  
Telephone: 021 406 3584  
Email: [info@capetowncarnival.com](mailto:info@capetowncarnival.com)  
Website: [www.capetowncarnival.com](http://www.capetowncarnival.com)

#### 3.5. Workshop

Physical Address: Voortrekker Road  
Maitland, 7404



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#### 4. INFORMATION REGULATOR CONTACT DETAILS

**Postal Address:** P.O. Box 31533, Braamfontein, 2017

**Physical Address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

**Telephone:** +27 010 023 5207

**Email:** [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

**Website:** [www.justice.gov.za/infoereg](http://www.justice.gov.za/infoereg)

#### 5. OBJECTIVES OF THIS MANUAL

The objectives of this Manual are:

- to provide a list of all records held by the legal entity.
- to set out the requirements with regard to who may request information in terms of PAIA as well as the grounds on which a request may be denied.
- to define the manner and form in which a request for information must be submitted.
- to comply with the additional requirements imposed by POPIA.

#### 6. ENTRY POINT FOR REQUESTS

PAIA provides that a person may only make a request for information, if the information is required for the exercise or protection of a legitimate right.

Information will therefore not be furnished unless a person provides sufficient particulars to enable the Cape Town Carnival to identify the right that the requester is seeking to protect as well as an explanation as to why the requested information is required for the exercise or protection of that right. The exercise of an individual's rights is subject to justifiable limitations, including the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance. PAIA and the request procedure contained in this Manual may not be used for access to a record for criminal or civil proceedings, nor should information be requested after the commencement of such proceedings.

The Information Officer has been delegated with the task of receiving and co-ordinating all requests for access to records in terms of PAIA, in order to ensure proper compliance with PAIA and POPIA.

The Information Officer will facilitate the liaison with the internal legal team on all of these requests.



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All requests in terms of PAIA and this Manual must be addressed to the Information Officer using the details above.

### 7. AUTOMATICALLY AVAILABLE INFORMATION

The following information is automatically available, without the need for a formal request:

- Annual Reviews
- Sponsorship brochures and marketing materials
- Press releases and public statements
- Website content and social media content

### 8. INFORMATION AVAILABLE IN TERMS OF POPIA

In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by the Cape Town Carnival will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected. Please also refer to the Cape Town Carnival Privacy Policy which is available on our website: [www.capetowncarnival.com](http://www.capetowncarnival.com)

#### 8.1 Categories of personal information collected by the Cape Town Carnival:

- names and surname
- contact details
- company information
- physical address
- identity number/passport number
- date of birth
- education history
- employment history
- financial information
- gender
- language
- nationality
- tax related information
- bank account information

#### 8.2 The purpose of processing personal information



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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.

### **8.3 A description of the categories of data subjects and of the information or categories of information relating thereto**

- Performers (groups and individuals) taking part in the Cape Town Carnival
- Staff of the Cape Town Carnival
- Suppliers of the Cape Town Carnival
- Contractors of the Cape Town Carnival
- Service providers of the Cape Town Carnival

### **8.4 The recipients or categories of recipients to whom the personal information may be supplied**

Depending on the nature of the personal information, Micklefield School may supply information or records to the following categories of recipients:

- 8.4.1 statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data.
- 8.4.2 any court, administrative or judicial forum, arbitration making a request for data or discovery in terms of the applicable rules (i.e. South African Revenue Services, or another similar authority and anyone making a successful application for access in terms of PAIA).
- 8.4.3 any person who conducts business with the Cape Town Carnival, in the ordinary course of business.

### **8.5 Planned transborder flows of personal information**

The Cape Town Carnival may need to transfer a data subject's information to service providers or funders in countries outside South Africa, in which case Cape Town Carnival will fully comply with applicable data privacy and protection legislation. This may happen if Cape Town Carnival's servers or suppliers and service providers are based outside South Africa, or if Cape Town Carnival's services are hosted in systems or servers outside South Africa and/or if a data subject uses Cape Town Carnival's services while visiting countries outside this area. These countries may not have data-protection laws which are similar to those of South Africa.



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### 8.6 A general description of information security measures to be implemented by Cape Town Carnival

The Cape Town Carnival takes extensive information security measures to ensure the confidentiality, integrity and availability of personal information in our possession. The Cape Town Carnival takes appropriate technical and organisational measures designed to ensure that personal data remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage.

### 9. RECORDS HELD BY CAPE TOWN CARNIVAL

The Cape Town Carnival maintains records on the categories and subject matters listed below. Please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of PAIA.

Please note further that many of the records held by Cape Town Carnival are those of third parties, such as participants, volunteers and employees, and Cape Town Carnival takes the protection of third-party confidential information very seriously. In this regard many of the records held are confidential and others are the property of the third party and not of Cape Town Carnival. For further information on the grounds of refusal of access to a record please see section 12 below. Requests for access to these records will be considered very carefully. Please ensure that requests for such records are carefully motivated.

Category of Records	Records
<b>Internal Records</b>	<ul style="list-style-type: none"> <li>• Trust Deed, constitution, minutes of meetings</li> <li>• Financial records, audit reports</li> <li>• Operational and administrative records</li> </ul>
<b>Staff Records</b>	<ul style="list-style-type: none"> <li>• Employment contracts and HR records</li> <li>• Payroll and leave information</li> <li>• Training and induction records</li> </ul>
<b>Participant &amp; Volunteer Records</b>	<ul style="list-style-type: none"> <li>• Application forms and participation agreements including consent forms</li> <li>• Attendance and training records</li> </ul>



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	<ul style="list-style-type: none"> <li>• Health and safety declarations</li> </ul>
<b>Beneficiary and Community Group Records</b>	<ul style="list-style-type: none"> <li>• Registration and participation records</li> <li>• Reports and correspondence</li> <li>• Workshop and performance information</li> </ul>
<b>Sponsorship &amp; Donor Records</b>	<ul style="list-style-type: none"> <li>• Sponsorship agreements and contracts</li> <li>• Donor correspondence and funding records</li> </ul>
<b>Supplier &amp; Service Provider Records</b>	<ul style="list-style-type: none"> <li>• Contracts, invoices, and procurement records</li> </ul>

### 10. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

The Trust also holds records as required under:

- Companies Act
- Nonprofit Organisations Act
- Income Tax Act
- Labour Relations Act
- Occupational Health & Safety Act
- Basic Conditions of Employment Act
- Employment Equity Act
- Value Added Tax Act
- POPIA

### 11. ACCESS PROCEDURE

11.1 Requests for information must be submitted in writing using the prescribed Form C.

11.2 Requests must include sufficient detail to identify the record and proof of identity of the requester.

11.3 Requests should be addressed to the Information Officer at the contact details in section 3 above.

11.4 Fees:

- Request Fee: R50 (non-personal requests)
- Access Fee: Reproduction, search, and preparation fees may apply as prescribed in the PAIA regulations.



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11.5 Timeframe: Requests will be processed within 30 days, unless extended under PAIA provisions.

### **12. GROUNDS FOR REFUSAL**

Access may be refused if disclosure:

- Unreasonably discloses personal information of a third party
- Reveals trade secrets or confidential information
- Endangers life, health, or safety
- Prejudices law enforcement or legal privilege

### **13. COMPLAINTS RELATING TO PERSONAL INFORMATION**

Should you feel that Cape Town Carnival has utilised your personal information contrary to POPIA, you should first attempt to resolve any concerns with Cape Town Carnival (please see 12.1 above which includes information on how to exercise your rights as a data subject).

If you are not satisfied with such process, you may have the right to lodge a complaint with the Information Regulator, using the contact details in section 4 above.

### **14. PROTECTION OF PERSONAL INFORMATION (POPIA)**

The Cape Town Carnival Trust is committed to compliance with POPIA.

- Data subjects may request confirmation of personal information held about them.
- Data subjects may request correction or deletion of inaccurate, irrelevant, or unlawfully obtained personal information.
- The Trust ensures that personal data is collected only for specific lawful purposes, processed securely, and retained for no longer than necessary.

### **15. AVAILABILITY OF THE MANUAL**

This PAIA Manual is available for inspection:

- At the offices of the Cape Town Carnival Trust (address in Section 2).
- On the website: [www.capetowncarnival.com](http://www.capetowncarnival.com)
- From the information Regulator.



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### ANNEXURE A:

The Table below sets out the fees applicable to any request for a record of information held by Cape Town Carnival.

	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black and 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.	For a copy of computer-readable form on: <ul style="list-style-type: none"> <li>i. Flash drive (to be provided by requester)</li> <li>ii. Compact Disk:               <ul style="list-style-type: none"> <li>a. If provided by requester</li> <li>b. If provided to the requester</li> </ul> </li> </ul>	R40.00 R40.00 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.	For a copy of visual images	
7.	Transcription of an audio record, per A4 size page	R24.00
8.	For a copy of an audio recording on: <ul style="list-style-type: none"> <li>i. Flash drive (to be provided by requester)</li> <li>ii. Compact Disk:               <ul style="list-style-type: none"> <li>a. If provided by requester</li> <li>b. If provided to the requester</li> </ul> </li> </ul>	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.  Not to exceed a total cost of	R145.00  R435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

# 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 <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: <input type="text"/>
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<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			
<b>TYPE OF RECORD</b> <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**  
(Mark the applicable box with an "X")

Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

**MANNER OF ACCESS**  
(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body (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)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (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)	

**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

*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.*

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:	

<b>FEEES</b>	
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 <i>(Please specify)</i>

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

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

-----  
**FOR OFFICIAL USE**

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

\_\_\_\_\_  
**Signature of Information Officer**

**FORM 3**  
**OUTCOME OF REQUEST AND OF FEES PAYABLE**  
 [Regulation 8]

Note:

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

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

TO: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information 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> ) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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**OR**

**2. You requested:**

Printed copies of the information ( <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 information on flash drive ( <i>including virtual images and soundtracks</i> )	
Copy of information on compact disc drive ( <i>including virtual images and soundtracks</i> )	
Copy of record saved on cloud storage server	

**3. To be submitted:**

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> )	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

--

**4. Fees payable with regards to your request:**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**5. Deposit payable (if search exceeds six hours):**

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_  
 Name of account holder: \_\_\_\_\_  
 Type of account: \_\_\_\_\_  
 Account number: \_\_\_\_\_  
 Branch Code: \_\_\_\_\_  
 Reference Nr: \_\_\_\_\_  
 Submit proof of payment to: \_\_\_\_\_

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

\_\_\_\_\_  
 Information officer