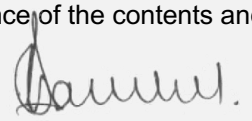
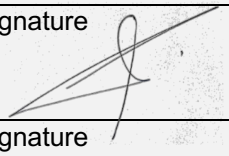
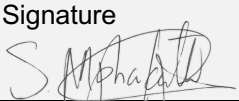
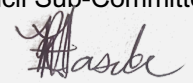
THE MARKET THEATRE FOUNDATION POLICY DOCUMENT

	Reference number	Date of Implementation	Date of Review Cycle
	PAIA072026	September 2026	31 July 2029 or as required
Document Name	**Promotion of Access to Information Act Manual (PAIA)**		

The signatories hereof, confirm their acceptance of the contents and recommend the adoption thereof:

Refiloe Chesane		14 September 2026
Prepared By	Signature	Date
Lekgetho Makola		14 September 2026
Reviewed By	Signature	Date
Tshiamo Mokgadi		1 October 2026
Chief Executive Officer	Signature	Date
Solomon Mphakathi		03/10/2026
Council Sub-Committee	Signature of Chairperson of Council Sub-Committee	Date
Florence Masebe		03/10/2026
Council	Signature: Chairperson of Council	Date

Version Control

Version	Date	Description of Major Changes
V1	14 July 2026	N/A (new manual)

This policy shall remain in place until an amended version is approved by Council.

Promotion of Access to Information Act Manual (PAIA)

Compiled in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 ("the Act")

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1. Introduction

The Market Theatre Foundation ("the Foundation") is committed to transparency, accountability, and good corporate governance. This Manual is intended to foster a culture of access to information by providing the public with a clear framework for requesting access to records held by the Foundation, as required by Section 51 of the Act.

The Manual outlines the procedures to be followed, the types of records held, the contact details of the Information Officer, and the prescribed fees for requests.

2. Contact Details of the Foundation & Information Officer

The designated Information Officer for The Market Theatre Foundation is the **Chief Executive Officer (CEO)**. Designated Deputy Information Officer is the **Chief Operations Officer (COO).**

This aligns with the POPIA Policy, which identifies the CEO as a key signatory and the ultimate authority for policy adoption, ensuring a single point of accountability for both POPIA and PAIA compliance. The CEO will be supported by the COO in implementing and administering the POPIA policy and PAIA manual.

Requests and queries should be directed to:

The Information Officer
The Market Theatre Foundation
138 Lilian Ngoyi Street
Newtown, Johannesburg
2001

Email: PAIA@markettheatre.co.za
This creates a dedicated, official channel for PAIA requests, which is a best practice. The POPIA Policy can be updated in a future version to reference this same email for data subject rights requests.
Telephone: [+27 (0)11 832 1641]
Website: www.markettheatre.co.za

3. The South African Human Rights Commission Guide

The South African Human Rights Commission (SAHRC) has compiled a guide containing information to assist persons wishing to exercise their rights in terms of the PAIA Act. This guide is available from the SAHRC.

Contact the SAHRC at:
The South African Human Rights Commission
PAIA Unit
Private Bag 2700
Houghton, 2041
Telephone: +27 (0)11 877 3750
Email: paia@sahrc.org.za
Website: www.sahrc.org.za

4. Records Available in Accordance with Other Legislation

The Foundation maintains records in compliance with various South African laws. The following is a non-exhaustive list of such records and the legislation governing their retention:

- **Companies Act 71 of 2008:** Memorandum of Incorporation (MOI), Minutes of Board and Committee Meetings, Annual Financial Statements, Company Registers.
- **Value Added Tax Act 89 of 1991:** VAT Invoices and Records.
- **Income Tax Act 58 of 1962:** Financial Records, Tax Returns.

- **Employment Equity Act 55 of 1998:** Employment Equity Plan and Reports.
- **Skills Development Act 97 of 1998:** Workplace Skills Plan and Annual Training Report.
- **Basic Conditions of Employment Act 75 of 1997:** Employment Contracts, Payroll Records, Time Sheets.
- **Labour Relations Act 66 of 1995:** Records of Disciplinary Hearings, Bargaining Council Agreements.
- **Unemployment Insurance Act 63 of 2001 & Compensation for Occupational Injuries and Diseases Act 130 of 1993:** UI-19 and Return of Earnings Forms.
- **National Archives and Records Service Act 43 of 1996:** Archival Records, including historical production materials, scripts, and photographs.
- **Protection of Personal Information Act 4 of 2013 (POPIA):** Records of processing of personal information, as detailed in the Foundation's **Protection of Personal Information Act Policy**.
  This explicit reference links the PAIA Manual directly to the POPIA Policy, creating a clear bridge between the two documents.

5. Access to Records Held by the Foundation

5.1. Automatic Disclosure

The Foundation proactively makes the following categories of information available on its website (www.markettheatre.co.za) or upon simple request, without requiring a formal PAIA application:

- Annual Reports and Integrated Reports.
- Audited Annual Financial Statements.
- Company Profile and History.
- Current Production and Event Listings.
- Foundational Information (Vision, Mission, Values).
- Board of Trustees and Executive Management profiles.
- Funding and Donor Partners (where public disclosure is agreed).
- Procurement and Tender Policies (if applicable).

5.2. Formal PAIA Requests

A formal request in terms of PAIA is required for access to records not automatically disclosed. This includes, but is not limited to:

- **Human Resources:** Specific employee records (subject to privacy limitations and the provisions of the POPIA Policy), internal policies.
- **Financial Records:** Detailed transaction records, supplier contracts, internal budgets.
- **Programming & Artistic:** Specific contracts with artists, directors, or producers; internal artistic reports.
- **Governance:** Minutes of specific Board and Committee meetings.
- **Facilities Management:** Lease agreements, maintenance records.

- **Legal:** Legal opinions, litigation records.

6. Formal Request Procedure

6.1. Form of Request

1. The requester must complete the official **Annexure A: Request for Access to Record Form**.
2. The request must provide sufficient detail to enable the Information Officer to identify the record(s) and the requester.
3. The request must specify the form of access required (e.g., copy, inspection).
4. The request must indicate whether the requester wishes to be informed of the decision in a language other than English and must specify the right being exercised and the reason for the request.
5. The completed form, along with proof of identity (ID, passport, etc.), must be submitted to the Information Officer at the contact details provided in Section 2.

6.2. Fees

1. A non-refundable **request fee** is payable upon submission of a request (except for personal requests). See **Annexure B** for the prescribed fees.
2. The Information Officer will, within 30 days of receiving the request, notify the requester of the decision and the **access fee** payable (if any) if the request is granted.
3. Access will only be granted once all required fees have been paid.
4. The Foundation may require a **deposit** (not exceeding one-third of the access fee) before processing the request.

7. Grounds for Refusal of Access to Information

The Foundation may refuse a request for information on grounds outlined in Chapter 4 of the Act. These include, but are not limited to:

- Protecting personal information of a third party who is a natural person, in accordance with the principles set out in the Foundation's **POPIA Policy**.
  This directly links refusal grounds related to personal information back to the POPIA Policy, ensuring a consistent approach to privacy.
- Protecting commercial information of a third party or the Foundation (e.g., trade secrets, financial, or commercial information).
- Protecting confidential information supplied in confidence by a third party.
- Protecting the safety of individuals and the security of property and methods.
- Information that is subject to legal privilege.
- Information that would impede the law enforcement or legal process.
- Frivolous or vexatious requests, or requests which would substantially and unreasonably divert the Foundation's resources.

A full notice of refusal will clearly state the reasons for the refusal and inform the requester of their right to appeal.

8. Remedies Available upon Refusal of a Request

If a request is refused, the requester has the right to:

1. **Internal Appeal:** Submit an internal appeal to the **Chief Executive Officer** of the Foundation, whose decision will be final.
2. **External Appeal:** Lodge an application with a **Competent Court** for relief against the Foundation's decision.
3. **Complain to the SAHRC:** Lodge a complaint with the South African Human Rights Commission.
4. **Complain to the Information Regulator:** Where the refusal relates to personal information, a complaint can be lodged with the Information Regulator of South Africa, as referenced in the Foundation's **POPIA Policy**..

9. Availability of this Manual

This Manual is available for inspection:

- Free of charge at the physical offices of The Market Theatre Foundation.
- On the Foundation's website: www.markettheatre.co.za.
- Upon request from the Information Officer.

Annexures

Annexure A: Request for Access to Record Form

(Form C - for private bodies)

To: The Information Officer
The Market Theatre Foundation

Reference Number: _____ *(For official use)*

Particulars of Requester
Full Name(s) & Surname: _____
Identity/Passport Number: _____
Postal Address: _____
Telephone Number: _____ Email: _____
Capacity in which request is made (e.g., individual, company, etc.):
_____

Particulars of Record
Description of Record(s) requested (be as specific as possible):

Form of Access
Please indicate your preferred form of access:
[ ] Copy of Record
[ ] Inspection of Record
[ ] Other (Please specify): _____

Language
[ ] English
[ ] Other (Please specify): _____

Declaration
I, _____ (Requester Name), hereby confirm that I am seeking access to the record(s) specified above.

I understand that the prescribed request fee is payable and that I will be notified of any further access fees.

Signature: _____ Date: _____

Annexure B: Prescribed Fee Structure

(As per the PAIA Regulations)

1. Request Fee:

- R 150.00 (Non-refundable, applicable to all but personal requesters).

2. Access Fees:

- For every photocopy of an A4-size page or part thereof: R3 black and white and R5 color copy
- For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form: R3 black and white and R5 color copy
- For a copy in a computer-readable form on:
    - Compact disk: R 70.00 (if provider by requester) and R100 (if provided by MTF)
    - USB flash drive: R 70.00 (if provided by requester) and R120 (if provided by MTF)

    - Emailed copies: No additional cost to the copy fee
- For a transcription of visual images for an A4-size page or part thereof: R 40.00
- For a copy of visual images: R 60.00
- For a transcription of an audio record for an A4-size page or part thereof: R 20.00
- For a copy of an audio record: R 30.00
- Deposit: If the search for the record requires more than 6 hours, a deposit of one-third of the access fee is payable.

3. Postage: The actual postal fee is payable if the record must be posted.

Disclaimer: *This Manual is a guide formulated in good faith. The interpretation and implementation of the Promotion of Access to Information Act No. 2 of 2000 shall take precedence over any clause in this document. The Market Theatre Foundation reserves the right to amend this manual at any time.*