Chrisolution
ENTERPRISE
Building Better Business

Chrisolution Enterprise (Pty) Ltd
Reg. No. 2019/274307/07
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PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

PAIA Manual

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended) and section 17 of the Protection of Personal Information Act 4 of 2013, for **Chrisolution Enterprise (Pty) Ltd**, including its trading divisions Chrisolution Images and Chrisolution Productions.

DATE OF COMPILATION	VERSION	NEXT REVIEW	INFORMATION REGULATOR REG. NO.
18 November 2026	1.0	November 2027	2026-069804

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01 Acronyms and definitions

Term	Meaning
"Chrisolution", "the Company", "we"	Chrisolution Enterprise (Pty) Ltd, Reg. No. 2019/274307/07, including the trading divisions Chrisolution Images and Chrisolution Productions
CIPC	Companies and Intellectual Property Commission
IO	Information Officer
Minister	Minister of Justice and Constitutional Development
PAIA	Promotion of Access to Information Act 2 of 2000, as amended
POPIA	Protection of Personal Information Act 4 of 2013
Regulations	Regulations relating to the Promotion of Access to Information, 2021 (GN R757 of 27 August 2021)
Regulator	The Information Regulator (South Africa)
Republic	Republic of South Africa
Requester	Any person, including a public body or its official, who asks for access to a record of the Company

02 Purpose of this manual

This manual helps members of the public to:

- see what categories of records the Company holds and which are available without a formal request;
- understand how to request access to a record, and the fees involved;
- know the contact details of the Information Officer who will help them;
- know the grounds on which a request may be refused, and the remedies available;
- understand why and how the Company processes personal information, to whom it may be disclosed, whether it is sent outside South Africa, and how it is kept secure.

03 Company and contact details

Item	Details
Name of private body	Chrisolution Enterprise (Pty) Ltd
Trading divisions	Chrisolution Images · Chrisolution Productions
Registration number	2019/274307/07
Nature of business	Business registration and compliance services; film and photography production; music and voice-over production; publishing
Head of the private body and Information Officer	Pumelelo Christopher Sobinca, Director (Managing Director)
Deputy Information Officer	None appointed. All requests go to the Information Officer.
Registered and postal address	120 Phalo Street, Motherwell NU2, Gqeberha, Eastern Cape, 6211
Business office (client meetings)	NMB iHub, 248 Walmer Boulevard, South End, Gqeberha, 6045
Telephone / WhatsApp	072 900 0321
Email	info@chrisolution.co.za
Website	chrisolution.co.za

04 The Regulator's PAIA Guide

In terms of section 10 of PAIA, the Regulator has updated and made available a Guide on how to use PAIA and POPIA. The Guide is available in each of the official languages and in braille. It explains, among other things:

- the objects of PAIA and POPIA;
- the postal and street address, phone number and email of the Information Officer of every public and private body;
- the manner and form of a request for access to a record of a private body (section 50);
- the assistance available from the Regulator;
- all remedies in law for an act or failure to act in respect of a right or duty under PAIA and POPIA, including how to lodge a complaint with the Regulator or an application with a court;

- the provisions requiring a private body to compile a manual (section 51) and how to obtain access to it;
- the notices about fees and the regulations made under PAIA.

Members of the public can inspect or make copies of the Guide at the Company's offices during normal business hours, on the Regulator's website, or from the Regulator:

Information Regulator	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001 P.O. Box 31533, Braamfontein, Johannesburg, 2017
General enquiries	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
POPIA complaints	POPIAComplaints@inforegulator.org.za
Website	inforegulator.org.za

A copy of the Guide may also be requested from the Company's Information Officer using Form 1 of the Regulations (Request for a Copy of the Guide).

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05 Records available without a request

The Company has not published a notice under section 52(2) of PAIA. The following records are, however, available to anyone without a formal PAIA request:

Category	Where to get it
Company profile, service descriptions and price list	Website, social media pages, or on request from the IO
Marketing material, brochures and flyers	Website and social media
Privacy policies for our website and mobile apps	Website and app store listings
Released films, trailers, photographs and published books	Public platforms where they are released
This PAIA manual	Website and at our offices

06 Records kept under other legislation

Where applicable to its operations, the Company keeps records in terms of the following legislation. Some of these records may be available only to the persons or bodies the relevant Act specifies.

Legislation
Basic Conditions of Employment Act 75 of 1997
Broad-Based Black Economic Empowerment Act 53 of 2003
Companies Act 71 of 2008
Compensation for Occupational Injuries and Diseases Act 130 of 1993
Consumer Protection Act 68 of 2008
Copyright Act 98 of 1978
Electronic Communications and Transactions Act 25 of 2002
Employment Equity Act 55 of 1998
Films and Publications Act 65 of 1996
Income Tax Act 58 of 1962
Labour Relations Act 66 of 1995
Nonprofit Organisations Act 71 of 1997 (records relating to client NPO registrations)
Occupational Health and Safety Act 85 of 1993
Protection of Personal Information Act 4 of 2013
Skills Development Levies Act 9 of 1999
Tax Administration Act 28 of 2011
Unemployment Insurance Act 63 of 2001 and Unemployment Insurance Contributions Act 4 of 2002

07 Subjects and categories of records held

A record being listed here does not mean access will be granted. Every request is assessed under PAIA, and the grounds for refusal in section 10 of this manual may apply.

Subject	Categories of records
Company secretarial	Memorandum of Incorporation; CIPC registration certificate and amendments; securities register and share certificates; directors' resolutions; beneficial ownership filings; annual returns
Finance and tax	Financial statements and management accounts; bank statements; invoices, quotations and receipts; SARS registrations, returns and tax compliance status; asset register; budgets and cost reports
Statutory compliance	Central Supplier Database (CSD) registration; B-BBEE affidavits; COIDA registration and Letter of Good Standing; UIF records; Information Regulator registration; FPB registration records
Human resources	Employment and contractor agreements; personnel files; payroll and leave records; training records; disciplinary records
Clients (compliance services)	Client mandates and instructions; copies of identity documents and proof of address; company, NPO and co-operative registration documents; SARS, CIPC, CSD, COIDA and DSD submissions made on clients' behalf; correspondence; invoices and payment records
Productions (film, photography, music)	Project proposals and funding applications; budgets, cash flows and cost reports; funder agreements and reports; cast, crew and location agreements; talent and interviewee releases; raw footage, audio, photographs and edited works; distribution and festival records; copyright and licensing records
Suppliers and partners	Supplier agreements, quotations and invoices; memoranda of understanding; tender and RFQ submissions
Marketing and digital	Website and app content; enquiry, lead and waitlist submissions; social media content; mailing lists
Information technology	System and account records; app source code; backups; security and access records
Intellectual property	Trade mark applications and records; original creative works and associated rights records

08 How to request access

1. **Use the prescribed form.** Complete **Form 2** (Request for Access to Record) in Annexure A of the Regulations. It is available on the Regulator's website or from our Information Officer.
2. **Give enough detail.** Identify the record(s) you want, the form of access you want (for example a printed copy, an electronic copy or inspection), and your postal address or email. You must state the right you want to exercise or protect and explain why the record is required for that.
3. **Prove your identity.** Attach a copy of your identity document. If you are acting on behalf of someone else, attach proof of your authority.
4. **Submit it** to the Information Officer by email to info@chrisolution.co.za, by post or by hand to the addresses in section 3.
5. **Pay the request fee** (see section 9), unless you are asking for your own personal information.

If you cannot read or write, or have a disability, you may make the request orally and the Information Officer will complete the form for you and give you a copy.

The Company will decide on the request within **30 days** of receiving it. This period may be extended once by up to 30 more days in the circumstances allowed by section 57 of PAIA, and you will be told in writing if this happens. If the request is granted, you will be told what access fee is payable and the form in which access will be given. If it is refused, you will be given reasons and told about your remedies.

Requests by data subjects to access, correct or delete their own personal information under POPIA can be made in the same way. Objections to processing use Form 1 of the POPIA Regulations, and requests for correction or deletion use Form 2 of the POPIA Regulations.

09 Fees

The fees below are the prescribed fees for private bodies in Annexure B of the Regulations. The Company is not a VAT vendor, so no VAT is added. A personal requester asking for their own personal information does not pay the request fee.

Item	Description	Amount
1	Request fee, payable by every requester (other than a personal requester)	R140.00
2	Photocopy or printed black-and-white copy of an A4 page	R2.00 per page or part of a page
3	Copy in electronic form on a flash drive (provided by the requester)	R40.00
4	Copy on a compact disc: provided by the requester / provided by the Company	R40.00 / R60.00
5	Transcription or copy of visual images or audio records	As prescribed in Annexure B (or at outsourced cost where the service is outsourced)
6	Search for and preparation of the record, for each hour or part of an hour, excluding the first hour	R145.00, not exceeding R435.00 in total
7	Deposit, if the search is expected to exceed 6 hours	One third of the access fee
8	Postage, email or other electronic transfer	Actual expense, if any

Access fees must be paid before access is given. If a request is refused after a deposit was paid, the deposit will be refunded.

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10 Grounds for refusal

The Company may or must refuse access to records on the grounds set out in Chapter 4 of Part 3 of PAIA, including:

- protecting the privacy of a third party who is a natural person, where disclosure would be unreasonable (section 63);
- protecting the commercial information of a third party (section 64);
- protecting confidential information of third parties, where disclosure would breach a duty of confidence owed under an agreement (section 65);
- protecting the safety of individuals and of property (section 66);

- records privileged from production in legal proceedings (section 67);
- the commercial information of the Company itself, including trade secrets, financial, commercial, scientific or technical information whose disclosure would likely harm its commercial or financial interests, and unreleased creative works (section 68);
- research information of the Company or a third party (section 69).

Where part of a record can be released without the refused information, that part will be released (section 59). Despite the above, access must be given where disclosure would reveal a serious contravention of the law or an imminent and serious public safety or environmental risk, and the public interest clearly outweighs the harm (section 70).

Requests that are clearly frivolous or vexatious, or that involve an unreasonable diversion of resources, may also be refused.

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11 Remedies

The Company does not have an internal appeal procedure. If you are unhappy with a decision on your request (including a refusal, the fees charged, an extension of time or the form of access), you may, within **180 days** of being notified of the decision:

- lodge a complaint with the Information Regulator (section 77A of PAIA), using Form 5 of the Regulator's regulations; or
- apply to a competent court for appropriate relief (section 78 of PAIA).

Complaints about the processing of personal information may be lodged with the Regulator under section 74 of POPIA.

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12 Processing of personal information (POPIA)

12.1 Purposes of processing

- Providing business registration and compliance services: company, NPO, co-operative and trade mark registrations; amendments; annual returns; beneficial ownership filings; SARS, CSD, COIDA, UIF and B-BBEE matters.
- Producing films, photography, music and voice-over work, and applying for and reporting on production funding.
- Responding to enquiries, preparing quotations and invoices, and collecting payment.
- Employing and contracting staff, cast and crew.
- Operating our website and mobile apps, and keeping them secure.
- Marketing our services, where you have agreed to this or are an existing client (you can opt out at any time).

- Complying with legal, tax, regulatory and funder reporting obligations.

12.2 Categories of data subjects and their personal information

Data subjects	Personal information processed
Clients (individuals, directors, members, office-bearers and beneficial owners of client entities)	Names, identity or passport numbers, dates of birth, contact details, residential addresses, tax reference numbers, banking details, shareholding and ownership details, signatures, copies of identity documents and supporting documents
Juristic-person clients	Entity name and registration number, registered address, tax and CSD details, directors and members, financial and banking information
Employees, contractors, cast and crew	Names, identity numbers, contact details, banking and tax details, CVs and qualifications, employment and payment records, images and voice recordings
Interviewees, participants and members of the public in productions	Names, contact details, images, voices and likeness, release forms, and in documentary work, personal stories they choose to share
Suppliers, funders and partners	Contact persons' names and contact details, registration, tax and banking details, agreements
Website, app and enquiry users	Names, email addresses, phone numbers, information submitted in forms and service requests, and limited technical data needed to run and secure the site

Special personal information (such as race, for B-BBEE affidavits, or health information) is processed only where required for the service requested, with consent or as otherwise permitted by POPIA.

12.3 Recipients of personal information

- Government and regulatory bodies, as needed for the service: CIPC, SARS, National Treasury (CSD), Department of Employment and Labour (COIDA and UIF), Department of Social Development (NPO Directorate), the Information Regulator, the Film and Publication Board, and other bodies the client instructs us to deal with.
- Funders and grant bodies for funded productions, such as the NFVF and provincial development agencies, in line with funding agreements.
- Banks, where a client asks to be referred for a business account.

- Professional advisers, accountants and auditors.
- Service providers who process information on our behalf (operators), such as email, cloud storage, website hosting, payment and design platforms, under confidentiality obligations.
- Law enforcement, courts or other persons where the law requires it.

12.4 Transborder flows of personal information

Some of the cloud services we use (for example email, document storage, website hosting and project tools) store or process information on servers outside South Africa. Where this happens, we use reputable providers that are bound by laws, binding corporate rules or agreements that give an adequate level of protection, as required by section 72 of POPIA. We do not otherwise transfer personal information outside South Africa unless the data subject consents or another ground in section 72 applies.

12.5 Security measures

- Password-protected accounts with two-factor authentication where available.
- Access to client and personnel records limited to people who need it for their work.
- Encrypted connections (HTTPS) on our website and apps.
- Physical records kept in a secure, access-controlled office.
- Regular backups and up-to-date software and anti-virus protection.
- Confidentiality undertakings from staff, contractors and operators.
- Records kept only as long as required by law or for the purpose collected, then securely destroyed or de-identified.
- Security compromises are reported to the Regulator and affected data subjects as required by section 22 of POPIA.

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13 Availability and updating of this manual

This manual is available:

- on our website at chrisolution.co.za/paia-manual;
- at our offices (section 3) for inspection during normal business hours;
- to the Information Regulator on request;
- as a copy to any person on request, subject to the prescribed copying fees.

The head of the Company will review and update this manual regularly, and at least once a year.

Issued by:

Pumelelo Christopher Sobinca
Director and Information Officer
Chrisolution Enterprise (Pty) Ltd
18 November 2026
