

PAIA MANUAL

KANVAS CREATIVE SOLUTIONS (PTY) LTD

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000,
as amended

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www.kanvas.co.za

Company registration: 2019/136304/07

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TO CONFIRM BEFORE PUBLICATION

Complete the Information Officer name and direct contact details, the physical/postal address used for PAIA service, and the second official language in which the PAIA Guide is available for inspection. Also confirm the current countries/regions used by any cloud or hosting providers if personal information is stored outside South Africa.

Company overview

Kanvas Creative Solutions (Pty) Ltd is a South African creative and digital services company. Its public website describes services spanning graphic design, publications, digital innovations, video production, animation, responsive websites, e-commerce, custom web applications, mobile applications, domains, hosting and email services.

This Manual is intended to help requesters understand the records held by Kanvas, how access may be requested, and how Kanvas processes personal information in the ordinary course of its services and administration.

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1. Acronyms and abbreviations

Acronym	Meaning
CIPC	Companies and Intellectual Property Commission
DIO	Deputy Information Officer
IO	Information Officer / Head of Private Body, as applicable
PAIA	Promotion of Access to Information Act 2 of 2000, as amended
POPIA	Protection of Personal Information Act 4 of 2013
Regulator	Information Regulator (South Africa)
Republic	Republic of South Africa

2. Purpose of this PAIA Manual

This Manual is made available in terms of section 51 of PAIA. It is designed to enable members of the public to:

- Identify categories of records held by Kanvas that may be available without a formal PAIA request.
- Understand how to request access to records of Kanvas and the types of records held on different subjects.
- Identify records created or retained in accordance with other applicable legislation.
- Obtain the contact details of the person responsible for PAIA requests.
- Understand the Information Regulator's Guide on how to use PAIA and where to obtain it.
- Understand why Kanvas processes personal information, the categories of data subjects and personal information involved, the categories of recipients, any cross-border processing, and the security measures applied or under implementation.

3. Key contact details for access to information

3.1 Information Officer / Head of Private Body

Name	[Thabang Jeffrey Selepe - Managing Director / Head of Private Body]
Role	Information Officer / Head of Private Body
Telephone	+27817880727
Email	paia@kanvas.co.za - recommended dedicated PAIA/POPIA email]

3.2 Deputy Information Officer

If Kanvas designates one or more Deputy Information Officers, their registered details should be inserted below.

Name	Jessie Relebohile Moloi / Not designated]
Telephone	+27626441672

Email	jessie@kanvas.co.za
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3.3 General contact and head office

Organisation	Kanvas Creative Solutions (Pty) Ltd
Company registration	2019/136304/07
Information Regulator organisation registration	2026-021612
Physical address	42 Heystek Street, Rustenburg 0299
Postal address	
General telephone	+27676979241
General email	hello@kanvas.co.za
Website	www.kanvas.co.za

4. Guide on how to use PAIA

The Information Regulator has published a Guide in terms of section 10(1) of PAIA to assist persons who wish to exercise rights under PAIA and POPIA. The Guide explains, among other things, the objects of PAIA and POPIA, how to make requests for records of public and private bodies, available assistance, remedies, applicable fees and the role of PAIA manuals.

The current Guide, PAIA forms and related resources are available from the Information Regulator at infoeregulator.org.za/paia/

The Guide is available in each official language and in braille through the Regulator. A copy may also be inspected or requested in accordance with the applicable PAIA Regulations.

LANGUAGE CONFIRMATION

For Kanvas office inspection purposes, confirm the two official languages in which the PAIA Guide will be made available: English and [TO CONFIRM].

5. How to request access to a record

A person requesting access to a record of a private body must satisfy the requirements of section 50 of PAIA. In summary, the requested record must be required for the exercise or protection of a right, the procedural requirements of PAIA must be followed, and access must not be refused on a lawful ground.

1. Use the prescribed Form 2 (Request for Access to Record).
2. Provide sufficient particulars to identify the requester, the record sought, the form of access required, and the right to be exercised or protected.
3. Submit the completed request to the Kanvas Information Officer / Head of Private Body at the contact details in section 3.
4. Where a prescribed request or access fee is payable, Kanvas may require payment in accordance with PAIA and the applicable Regulations before further processing or before access is provided.
5. Kanvas will consider the request and communicate the outcome in the prescribed manner. Access may be granted in full, granted subject to lawful redaction, or refused where PAIA permits or requires refusal.

Form 2 and current PAIA forms can be obtained from [the Information Regulator PAIA page](#)

6. Records available without a formal PAIA request

The following categories are generally publicly available without a formal PAIA request, subject to availability, confidentiality, intellectual-property rights and website terms:

Category	Examples	Access method
Corporate and public information	Company name, public registration details, public-facing business profile and service descriptions	Website / public sources
Marketing information	Service descriptions, promotional content, public portfolios or samples intentionally published by Kanvas	Website / social channels
Website documents	Published privacy notices, terms, policies, PAIA Manual and other public compliance notices	Website
Contact information	Public contact channels and enquiry forms	Website
Public product information	Descriptions of digital products or platforms made publicly available by Kanvas	Relevant product websites

The above does not make confidential client work, personal information, source code, credentials, unpublished creative work, internal records or third-party confidential information automatically available.

7. Records available in accordance with other legislation

Kanvas may create, retain or make records available in accordance with the following South African legislation, to the extent that each law applies to its activities:

Legislation	Examples of related records
Companies Act 71 of 2008	Corporate records, company registers and governance records
Promotion of Access to Information Act 2 of 2000	PAIA Manual, PAIA request and response records
Protection of Personal Information Act 4 of 2013	Privacy, data-subject and information-security compliance records
Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011	Tax and accounting records
Value-Added Tax Act 89 of 1991	VAT records, where Kanvas is registered or the provision applies
Basic Conditions of Employment Act 75 of 1997	Employment records, where applicable
Labour Relations Act 66 of 1995	Employment and labour-relations records, where applicable
Employment Equity Act 55 of 1998	Employment equity records, where applicable
Skills Development Act 97 of 1998	Skills development records, where applicable
Unemployment Insurance Act 63 of 2001 and Unemployment Insurance Contributions Act 4 of 2002	UIF records, where applicable
Compensation for Occupational Injuries and Diseases Act 130 of 1993	Occupational injury records, where applicable

Legislation	Examples of related records
Electronic Communications and Transactions Act 25 of 2002	Electronic transaction and communication records
Consumer Protection Act 68 of 2008	Consumer transaction and service records, where applicable

8. Subjects and categories of records held by Kanvas

Subject	Categories of records
Corporate governance	CIPC records; founding and registration documents; company resolutions; policies; compliance records; contracts and agreements.
Finance and accounting	Invoices; quotations; receipts; banking and payment records; tax records; ledgers; expense records; financial statements; audit/accounting correspondence where applicable.
Clients and customers	Client contact details; enquiries; quotations; service agreements; briefs; correspondence; invoices; project records; delivery and support records.
Creative and production projects	Design briefs; drafts; artwork; source files; photographs; video/audio material; animation/3D assets; proofs; client approvals; project correspondence; delivery files.
Digital products and platforms	User/account records; service configuration; support tickets; logs; transaction records; content submitted by users or clients; product documentation; system administration records.
Web, hosting and IT	Website files; domain/hosting records; system logs; security records; backups; access-control records; technical support records; software licence records.
Suppliers and service providers	Supplier onboarding information; agreements; quotations; invoices; banking and tax details; correspondence; service-level records.
Human resources	Employee/contractor records; CVs; qualifications; payroll records; leave and performance records; disciplinary records; training records; policies, where applicable.
Marketing and communications	Marketing plans; campaigns; mailing lists; public content; social media content; analytics; correspondence and enquiry records.
Legal, regulatory and compliance	PAIA and POPIA records; privacy requests; complaints; legal correspondence; risk/security records; incident records; regulatory submissions and certificates.

9. Processing of personal information

9.1 Purpose of processing personal information

Kanvas may process personal information where reasonably necessary for lawful business purposes, including:

- Providing creative, digital, web, media, hosting and related services requested by clients.
- Creating quotations, contracts, invoices, receipts and maintaining accounting and tax records.
- Managing customer accounts, user accounts, digital products, support requests and service communications.
- Communicating with prospective clients, customers, suppliers, contractors and other business contacts.
- Managing employees, contractors and job applicants, where applicable.

- Processing payments and reconciling transactions through authorised payment, banking and accounting channels.
- Maintaining websites, systems, security, access controls, backups, fraud prevention, troubleshooting and service continuity.
- Complying with PAIA, POPIA, tax, company, employment and other applicable legal or regulatory obligations.
- Protecting Kanvas, its clients, users and third parties, including the establishment, exercise or defence of legal claims.

9.2 Categories of data subjects and personal information

Data subject category	Personal information that may be processed
Clients / customers / authorised client contacts	Names, company details, identity or registration details where required, contact details, billing details, addresses, correspondence, service history, transaction information, project briefs and content supplied for a project.
Prospective clients and website enquirers	Names, contact details, company details, enquiry content, quotation requests and correspondence.
Users of Kanvas-operated digital products or platforms	Account/profile data, contact details, login/account identifiers, service usage records, transaction/order information, technical logs, device/browser data and content submitted through the service, depending on the product.
Employees / contractors / job applicants	Identity and contact details, CV and qualifications, employment history, payroll/banking/tax details, attendance/leave, performance, emergency contacts and other employment-related information where applicable.
Suppliers and service providers	Names of contact persons, company and registration details, addresses, contact details, banking/payment details, tax/VAT information, contracts, quotations and invoices.
Website visitors	IP address, device/browser information, cookies or similar identifiers, analytics data and information voluntarily submitted through forms, where used.
Other business contacts	Names, contact details, role/company information, correspondence and meeting or project information.

Kanvas does not intentionally seek special personal information unless it is necessary for a specific lawful service or obligation and the applicable requirements of POPIA are met.

9.3 Recipients or categories of recipients

Recipient category	Purpose / circumstances
Authorised Kanvas personnel and contractors	To perform work, administer services, provide support and fulfil business functions on a need-to-know basis.
Hosting, cloud, email, communications and IT providers	To host, store, transmit, secure, back up or support systems and communications.
Payment processors, banks, accounting or financial service providers	To process payments, reconcile transactions and maintain financial records.
Professional advisers	Accountants, auditors, legal advisers or consultants where reasonably necessary.
Clients, organisers or project counterparties	Where a service requires information to be shared with the relevant contracting client or authorised counterparty.

Recipient category	Purpose / circumstances
Regulators, law-enforcement agencies, courts and public authorities	Where disclosure is required or permitted by law.
Other service providers/operators	Only where necessary for the relevant service and subject to appropriate confidentiality/data-protection arrangements where required.

9.4 Planned transborder flows of personal information

Kanvas may use cloud, hosting, software, communications or other technology providers whose infrastructure or support functions are located outside South Africa. Where personal information is transferred or stored outside the Republic, Kanvas will manage the transfer in accordance with POPIA, including the requirements applicable to transborder information flows and appropriate contractual or other safeguards.

CROSS-BORDER DETAIL TO CONFIRM

Before publishing this Manual, confirm the countries/regions in which current hosting, cloud, email, analytics, backup or other operators may process Kanvas personal information, and add them here or maintain the detail in an up-to-date operator register referenced from this Manual.

9.5 Information security measures

Kanvas applies, or where appropriate is implementing, reasonable technical and organisational safeguards proportionate to the nature of the information and the reasonably foreseeable risks. These measures may include:

- Role-based access controls and least-privilege access.
- Password protection, strong authentication and secure account administration.
- Encryption in transit and, where appropriate, encryption at rest.
- Firewalls, anti-virus/anti-malware and secure hosting controls.
- Regular backups and restoration procedures.
- Logging, monitoring, security review and incident-response processes.
- Software updates, patching and vulnerability management.
- Confidentiality obligations and operator/service-provider agreements where required.
- Procedures for reporting, assessing and managing security compromises in accordance with POPIA.

10. Grounds on which access may be refused

PAIA contains grounds on which a private body must or may refuse access to certain records. Without limiting the Act, these may include protection of:

- The privacy of third parties.
- Commercial information of Kanvas or third parties, including trade secrets and confidential financial, technical or contractual information.
- Confidential information supplied in confidence.
- The safety of individuals and the security of property or systems.
- Legally privileged records.
- Research information where disclosure would create the harm contemplated by PAIA.
- Information where another applicable ground of refusal in PAIA applies.

Where lawful and reasonably possible, Kanvas may provide access to a severable part of a record after redacting information that must or may lawfully be withheld.

11. Prescribed fees

Fees for requests to private bodies are governed by PAIA, including section 54, and the applicable PAIA Regulations. Kanvas may require payment of a prescribed request fee or access fee where applicable and may require a deposit where permitted by law.

Because prescribed fees may be amended, current amounts should be checked against the Information Regulator's PAIA resources at inforegulator.org.za/paia/

12. Remedies and complaints

A private body does not have the statutory internal appeal procedure that applies to certain public bodies. A requester or affected third party who is dissatisfied with a PAIA decision by Kanvas may use the remedies provided by PAIA, which may include lodging a complaint with the Information Regulator in the prescribed manner and/or applying to a court for appropriate relief.

Information Regulator general enquiries: enquiries@inforegulator.org.za | Telephone: 010 023 5200

Regulator website: www.inforegulator.org.za

13. Availability of this Manual

A copy of this Manual, or the updated version thereof, is intended to be available:

- On the Kanvas website at www.kanvas.co.za.
- At the Kanvas head office for public inspection during normal business hours, once the head-office address in section 3 has been confirmed.
- To any person upon request, subject to any reasonable prescribed fee permitted by PAIA and the Regulations.
- To the Information Regulator upon request or through the Regulator's eServices PAIA Manual facility, as applicable.

14. Updating of this Manual

The Information Officer / Head of Private Body will review this Manual regularly and update it when material changes occur, including changes to Kanvas contact details, categories of records, processing activities, service providers, security measures, cross-border processing or applicable PAIA/POPIA requirements.

Approval

Issued by	Thabang Jefrey Selepe - Information Officer / Head of Private Body]
Title	Director
Signature	_____
Date	_____

Annexure A - PAIA request resources

The following official Information Regulator resources are relevant when making or managing a PAIA request:

PAIA Guide, forms and manuals: <https://inforegulator.org.za/paia/>

Information Regulator website: <https://inforegulator.org.za/>

Information Regulator eServices: <https://eservices.inforegulator.org.za/>

The prescribed Form 2 is the form used to request access to a record. Form 5 is used to lodge a PAIA complaint with the Information Regulator. Current forms should always be obtained from the Regulator to ensure the latest version is used.

Annexure B - PAIA annual reporting confirmation summary

The Information Regulator confirmation certificate supplied for preparation of this Manual records the following:

Organisation name	KANVAS CREATIVE SOLUTIONS
Regulator organisation registration number	2026-021612
Organisation type	Private organisation
Private organisation type	Private Company [(Pty) Ltd] - 2019/136304/07
Financial year	2025-26
Submission status	SUBMITTED
Reference number	202606070322
Submission date	30 June 2026 at 12:23:21 PM
Certificate issue date	30 June 2026 at 12:23:21

Reference documents used to prepare this Manual

- Information Regulator: PAIA Manual (May 2025 updated version) supplied by Kanvas.
- Information Regulator: PAIA Manual Template for a Private Body (section 51 template).
- Information Regulator: PAIA Annual Reporting Confirmation Certificate for Kanvas Creative Solutions, issued 30 June 2026.
- Kanvas Creative Solutions public website (www.kanvas.co.za), used only to describe the company's publicly advertised service categories.

IMPORTANT PUBLICATION CHECK

This document is substantially completed, but the highlighted confirmation fields in sections 3, 4 and 9.4 should be completed and verified by Kanvas before the Manual is published or uploaded to the Information Regulator.