

ACCESS, CORRECTION & PRIVACY REQUEST PROCEDURE

PAIA and POPIA request handling

02 October 2026

PUBLIC / OPERATIONAL

RESPONSIBLE PARTY	SCENE WORKS (Pty) Ltd
INFORMATION OFFICER	Tennielle Wynne
REQUEST EMAIL	hello@sceneworks.co.za
EFFECTIVE DATE	02 October 2026

1. What this procedure covers

This procedure explains how Scene Works receives and handles requests for access to records under PAIA and requests or objections relating to personal information under POPIA.

2. Which form to use

Request	Official form / route
Access to a Scene Works record under PAIA	PAIA Form 2: Request for Access to Record (Regulation 7)
Object to processing of personal information	POPIA Form 1: Objection to the Processing of Personal Information
Correct or delete personal information / destroy or delete a record	POPIA Form 2: Request for Correction or Deletion

Request	Official form / route
General privacy enquiry not requiring a prescribed form	Email hello@sceneworks.co.za with sufficient detail for Scene Works to understand the issue

Official forms are available at <https://inforegulator.org.za/paia/> and <https://inforegulator.org.za/popia-forms/>.

3. How to submit a request

1. Email the completed form and supporting documents to hello@sceneworks.co.za.
2. Use a clear subject line, for example "PAIA Request", "POPIA Correction Request" or "Privacy Objection".
3. Attach proof of identity. If acting for another person, attach proof of authority to act for that person.
4. For a PAIA request to a private body, identify the right to be exercised or protected and explain why the requested record is required for that purpose.
5. Describe the record or personal information with enough detail for Scene Works to locate it.

4. Internal handling process

6. Log the request in the privacy/request register and assign a reference number.
7. Confirm receipt and check whether the correct form and identity/authority evidence have been provided.
8. Locate relevant records and preserve them while the request is being assessed.
9. Assess whether access, correction, deletion or objection is required or permitted under PAIA/POPIA and whether any third-party rights are affected.
10. Calculate prescribed PAIA fees, if applicable, and give notice where payment is required.
11. Respond within the applicable legal timeframe. A PAIA request should ordinarily be decided within 30 days, subject to any lawful extension.
12. Record the decision, reasons, information disclosed or action taken, and any follow-up or complaint.

5. Identity verification and secure disclosure

Scene Works will use proportionate identity verification before disclosing personal or confidential information. Sensitive records should be shared through a suitably secure method and only with the requester or authorised representative.

6. Refusal, limitation or inability to act

Access may be refused or limited only where PAIA or another applicable law permits or requires it. Scene Works may also be unable to delete information that must be retained by law, is required for a contract or legal claim, or is otherwise lawfully retained. Where a request is refused, the response should give the basis for the decision and the available complaint or review route.

7. Complaints and escalation

A requester may complain to the Information Regulator where the statutory requirements for a complaint are met. Information about PAIA and POPIA complaints is available at <https://infoeregulator.org.za/>.

8. Record keeping

Scene Works will retain request logs, correspondence, decisions, identity-verification evidence and related records for the period set in the Record Retention Register, subject to legal holds or longer statutory requirements.