

DIGITAL NETWORKS

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

Prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000

Prepared for:

Digital Networks

A digital streaming platform owned and operated by

Dikotla Originals (Pty) Ltd

Trading as Digital Networks

Date of Compilation: 11/03/2026

1. INTRODUCTION

This manual is prepared in accordance with:

- Section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA)
- Regulation 4 of the Protection of Personal Information Act 4 of 2013 (POPIA)

The purpose of this manual is to assist members of the public to understand:

- the types of records held by Digital Networks
- how to request access to records
- how to request access to personal information
- how personal information is processed by Digital Networks.

Access to information will only be granted where the request complies with the provisions of PAIA.

2. DEFINITIONS

For purposes of this manual:

“Company”

means Dikotla Originals (Pty) Ltd.

“Digital Networks”

means the digital streaming platform operated by Dikotla Originals (Pty) Ltd.

“Information Officer”

means the person responsible for compliance with PAIA and POPIA.

“PAIA”

means the Promotion of Access to Information Act 2 of 2000.

“POPIA”

means the Protection of Personal Information Act 4 of 2013.

“Information Regulator”

means the regulatory authority responsible for enforcing PAIA and POPIA in South Africa.

3. PURPOSE OF THIS MANUAL

This manual assists members of the public to:

- determine the nature of records held by Digital Networks
- understand how to request access to information
- access personal information in accordance with POPIA
- exercise rights provided for under PAIA.

This manual does not create any automatic right of access to records.

Requests must comply with PAIA.

4. CONTACT DETAILS

Information Officer

Digital Networks

A property of Dikotla Originals (Pty) Ltd

Trading as Digital Networks

Email:

info@digitalnetworks.com

Website:

www.digitalnetworks.com

Physical Address:

1 Duin Place,
Southgate Ridge,
Meredale,
2091

Postal Address:

1 Duin Place,
Southgate Ridge,
Meredale,
2091

5. AVAILABILITY OF THIS MANUAL

This manual is available:

- on the Digital Networks website
- at the offices of Dikotla Originals (Pty) Ltd
- from the Information Regulator if submitted to the regulator.

A copy may be requested from the Information Officer.

Reproduction fees may apply.

6. THE PAIA GUIDE

The Information Regulator has compiled a guide explaining how to use PAIA.

The guide is available from:

Information Regulator
JD House
27 Stiemens Street
Braamfontein
Johannesburg
South Africa

Telephone:
+27 10 023 5200

Website:
www.inforegulator.org.za

Email:
infoereg@justice.gov.za

7. PROCEDURE FOR REQUESTING ACCESS TO INFORMATION

Requests for access to information must be submitted using PAIA Form 2.

The request must include:

- the requester's identity
- description of the requested record
- explanation of the right to be exercised or protected
- contact details of the requester.

Requests must be sent to the Information Officer.

The Information Officer must respond within 30 days of receiving the request.

The request may be:

- granted
- refused
- granted subject to conditions.

8. PRESCRIBED FEES

Fees may apply for:

- searching for records
- preparing records
- reproducing records.

If preparation time exceeds six hours, a deposit may be required.

Records will only be released once the applicable fees have been paid.

9. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

Digital Networks maintains records in accordance with applicable legislation, including but not limited to:

- Companies Act 71 of 2008
- Copyright Act 98 of 1978
- Electronic Communications and Transactions Act 25 of 2002
- Consumer Protection Act 68 of 2008
- Protection of Personal Information Act 4 of 2013
- Labour Relations Act 66 of 1995
- Basic Conditions of Employment Act 75 of 1997
- Income Tax Act 58 of 1962
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991.

10. SUBJECTS AND CATEGORIES OF RECORDS HELD BY DIGITAL NETWORKS

The following categories of records may be held by the Company.

Access to these records may be restricted in terms of PAIA or POPIA.

10.1 Corporate Governance

- company registration documents
- share registers
- board resolutions
- corporate governance policies.

10.2 Financial Records

- financial statements
- accounting records
- invoices and payment records
- tax records.

10.3 Human Resources

- employment contracts
- employee records
- payroll information
- HR policies.

10.4 Platform Operations

- platform software systems
- streaming platform infrastructure
- application development documentation.

10.5 Content and Licensing

- digital theatre production rights agreements
- content licensing agreements
- distribution agreements.

10.6 Marketing and Partnerships

- advertising campaigns
- partnership agreements
- promotional materials.

10.7 Customer and Platform Data

- user accounts
- subscription records
- payment transaction records
- streaming usage analytics.

11. AUTOMATICALLY AVAILABLE RECORDS

The following records may be available without a formal PAIA request:

- publicly available website information
- platform product information
- published company information.

12. PROCESSING OF PERSONAL INFORMATION (POPIA)

Digital Networks processes personal information in accordance with POPIA.

Personal information may include:

- user account information
- payment and billing details
- device information
- platform usage data.

This information is used for purposes including:

- providing streaming services
- managing subscriptions
- customer support
- service improvement.

13. REQUEST FOR ACCESS TO PERSONAL INFORMATION

In terms of Section 23 of POPIA, individuals may request confirmation that Digital Networks holds personal information about them.

Such requests must be submitted using the PAIA request form.

Proof of identity may be required.

14. CORRECTION OR DELETION OF PERSONAL INFORMATION

A data subject may request that personal information be corrected or deleted where it is:

- inaccurate
- outdated
- incomplete
- unlawfully obtained.

Requests must be submitted to the Information Officer.

15. OBJECTION TO PROCESSING OF PERSONAL INFORMATION

A data subject may object to the processing of personal information under Section 11(3) of POPIA.

Such requests must be submitted to the Information Officer.

16. ACCESS TO COMPANY RECORDS (COMPANIES ACT)

In terms of Section 26 of the Companies Act, certain company records may be inspected.

Requests must be submitted using the prescribed COR 24 Form.

17. REQUEST FOR ACCESS TO RECORD FORM

Requests must be submitted using PAIA Form 2, which includes:

- requester details
- record description
- preferred format of access
- explanation of the right being exercised.

The form must be signed and submitted to the Information Officer.

18. OUTCOME OF REQUEST

The Information Officer will notify the requester whether:

- the request is approved
- the request is refused
- additional fees apply.