

# IManyuwali ye-PAIA kaCapitec



## Injongo

Ukubonelela ngenkcazelo yeendidi zeerekhodi neenkukacha zobuqu ezigcinwe nguCapitec kwaye ibonisa nenkqubo yokucela ukufikelela kwezi rekhodi kunye neenkukacha zobuqu.

## Yifunde nezi ziqulatho

Izikhokelo ze-PAIA: <https://info regulator.org.za/paia-guidelines/>

Iifomu zePAIA: <https://info regulator.org.za/paia-forms/>

Imanyuwali ye-PAIA kaCapitec - ISihlomo A: <https://www.capitecbank.co.za/privacy-centre/>

Iinkukacha zoQhagamshelwano zakwaCapitec: <https://www.capitecbank.co.za/contact-us/>

ISaziso soBumfihlo sakwaCapitec: <https://www.capitecbank.co.za/privacy-centre/privacy-notice/>

IiFomu zokuNceda ngoMbandela weeNkcukacha: <https://www.capitecbank.co.za/privacy-centre/data-subject-servicing/>

## Inguqulelo

V03

## UMhla Eqala Ngawo

5 kuDisemba 2022

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## UkuThotyelwa koXwebhu

Bonke abasebenzi

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IQela laBasebenza ngoLawulo lweeNkcukacha (iData Governance Working Group)

IKomiti yoLawulo lweeNkcukacha (iData Governance Committee)

IKomiti yemiNgcipheko nokuThotyelwa koMthetho yoLawulo loBuxhakaxhaka beeKhompyutha (i-Information Technology Governance Risk and Compliance Committee)

## Ukuzikhupha uButyala

Olu xwebhu yimpahla kaCapitec, kwaye okuqulathwe kulo akuvumelekanga ukuba kuphinde kuveliswe okanye kuvezwe kumaqela angamanye ngaphandle kwemvume yangaphambili ebhaliweyo kaCapitec. Nakuphi na ukusetyenziswa kwalo okungagunyaziswanga akuvumelekanga.

Lwakube lusetyenzisiwe olu xwebhu ngeenjongo olwenzelwe zona, kumele lutshatyalaliswe ngoko nangoko. Ukungaphumeleli ukuthobela oku kukhankanywe ngentla kungakhokelela ekuthathweni kwamanyathelo aqatha ngoku.

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## 1. INTshayelelo

- 1.1 U-Capitec Bank Holdings Limited (“Capitec”) yinkampani eselubala elistiweyo eJohannesburg Stock Exchange. U-Capitec uzinikele kuMgaqo-siseko weRiphabliki yoMzantsi Afrika (“uMgaqo-siseko”) kwaye uzama ukuqinisekisa ukuba amalungelo omntu wonke abhalwe kwiBill of Rights ayakhuselwa kwaye ayahlonitshwa. ICandelo 32 loMgaqo-siseko linika wonke umntu ilungelo lokufikelela kuzo naziphi na iinkcukacha ezigcinwe ngomnye umntu kwaye liyafuneka ukwenzela ukhuseleko okanye ukusetyenziswa kwawo nawaphi na amalungelo. I-Promotion of Access to Information Act 2 of 2000 (i-PAIA) (uMthetho wokuKhuthaza ukuFikelela kwiiNgcombolo) iqalisa ilungelo elikumgaqo-siseko lokufikelela kwiinkcukacha. Ngokwemimiselo yecandelo 51 le-PAIA necandelo 17 leProtection of Personal Information Act 4 of 2013 (POPIA) (uMthetho wokuKhuselwa kweeNgcombolo zoBuqu); inkampani yabucala kufuneka iqulunqe imanyuwali ebhala phantsi yonke imisebenzi yokusetyenzwa kweenkcukacha ephantsi koxanduva lwayo.
- 1.2 U-Capitec yinkampani yabucala njengoko kuchaziwe kwi-PAIA kwaye uqulunqe le Manyuwali ye-PAIA kaCapitec ngokuhambelana nemimiselo ye-PAIA ne-POPIA. Le manyuwali yenziwe ngeenjongo zokukhuthaza isithethe sokwenza izinto elubala nokuphendula ngokwenziweyo, ukuxhasa nokukhuthaza uluntu apho abantu baseMzantsi Afrika bekwazi kakuhle ukufikelela kwiinkcukacha ezinokubenza basebenzise kwaye bakhusele amalungelo abo.
- 1.3 Le manyuwali ibhekisa kuCapitec nawo onke amahlakani akhe.

## 2. Injongo yale Manyuwali yeNkcazelo

Le Manyuwali yenzelwe ukubonelela amagqabantshintshi eentlobo zeerekhodi kunye neenkukacha zobuqu ezigcinwe nguCapitec kwaye idandalazisa inkqubo yokucela ukufikelela kwezi rekhodi nezi nkukacha zobuqu, okufunekayo ukuze ufezekise ezi zicelo, kwakunye nezizathu zokukhatywa kwezi zicelo nguCapitec.

## 3. IiNkcukacha zoQhagamshelwano

Zonke izicelo zokufikelela kwiirekhodi ngokwemimiselo ye-PAIA kumele zenziwe ngembalelwano kwaye kumele zithunyelwe kwezi nkukacha zoqhagamshelwano zingezantsi:

### 3.1 IGosa leeNkcukacha kunye nooSekela-gosa beeNkcukacha

IGosa leeNkcukacha kunye nooSekela-gosa beeNkcukacha bangaqhagamshelwa kwezi nkukacha zingezantsi.

|                           |   |
|---------------------------|---|
| <b>IDilesi yePosi</b>     | P O Box 12451, Die Boord, Stellenbosch, 7613    |
| <b>IDilesi yeSitalato</b> | 5 Neutron Road, Techno Park, Stellenbosch, 7600 |
| <b>Inombolo yeFowuni</b>  | (021) 809 5900                                  |

|                      |   |
|----------------------|---|
| <b>Ifeksi</b>        | (021) 880 1130  |
| <b>I-imeyili</b>     | InformationOfficer@capitecbank.co.za  |
| <b>Iwebhusayithi</b> | <a href="https://www.capitecbank.co.za/">https://www.capitecbank.co.za/</a> . |

### 3.2 INkcazelo Jikelele

|                                  |   |
|----------------------------------|---|
| <b>IGama leNkampani yaBucala</b> | Capitec Bank Limited                            |
| <b>IDilesi yePosi</b>            | P O Box 12451, Die Boord, Stellenbosch, 7613    |
| <b>IDilesi yeSitalato</b>        | 5 Neutron Road, Techno Park, Stellenbosch, 7600 |
| <b>Ifowuni</b>                   | (021) 809 5900                                  |
| <b>Ifeksi</b>                    | (021) 880 1130                                  |
| <b>I-imeyili</b>                 | InformationOfficer@capitecbank.co.za            |

## 4. IziKhokelo zoMlawuli weeNkcukacha ngokuSetyenziswa kwe-PAIA

UMlawuli weeNkcukacha uye waqulunqa **iSikhokelo se-PAIA** ngokweCandelo 10 le-PAIA ukuze akuncede uqonde malunga namalungelo akho nendlela yokuwasebenzisa phantsi kwe-PAIA. Ikopi yesi Sikhokelo iyafumaneka ngazo zonke iilwimi kwilinki yoMlawuli weeNkcukacha ethi <https://info regulator.org.za/paia-guidelines/>.

|                                   |  |
|-----------------------------------|--|
| <b>Yiya kwiwebhusayithi yakhe</b> | <a href="https://info regulator.org.za/">https://info regulator.org.za/</a>  |
| <b>Idilesi yeposi</b>             | P.O Box 3153, Braamfontein, Johannesburg, 2017   |
| <b>Idilesi yesitalato</b>         | The Information Regulator (South Africa)<br>JD House 27 Stiemens Street Braamfontein Johannesburg 2001   |
| <b>Inombolo yefowuni</b>          | 010 023 5200   |
| <b>I-imeyili</b>                  | enquiries@info regulator.org.za – ukuze ucele esi sikhokelo<br>PAIAComplaints@info regulator.org.za – ukuba isicelo sakho se-PAIA sinokukhatywa okanye kungabikho mpendulo ivela kwaCapitec ukwenzela ukufikelela kwiirekhodi, usenokusebenzisa le dilesi ye-imeyili ukufaka isikhalazo. |

## 5. IiNdidi zeeRekhodi zikaCapitec Ezifumaneka kuWonke-wonke okanye Ezinokucelwa ngaPhandle kwe-PAIA

| IiNdidi zeeRekhodi                   | IiNtlobo zeeRekhodi   | Okufumanekayo kwiWebhusayithi | Iyafumaneka xa icelwa (ayicelwa phantsi kwe-PAIA) |
|--------------------------------------|---|-------------------------------|---|
| <b>Ezokumaketha</b>                  | Iiflaya zeemveliso (iiflaya zeglobal one, zecredit, zesave, zetransact, zeinsurance, neetransactional fees; Amanqaku eMfundo yeZemali)  | √                             |   |
| <b>Ezomxumi</b>                      | <b>Iifomu namaxwebhu</b> (iidebhithi oda, iforeign exchange, amaxwebhu e-CSI, iifomu zeinshorensi yetyala ezahlukeyo, amaxwebhu ezicwangciso sokungcwaba, jikelele, ukuma kakuhle ngokwasemalini, ukuthumela imali, ukubhankisha ngeselfowuni, iFOREX: ifomu evela kanye yeIntegrated Balance of Payment (iBhalansi eHlanganisiweyo yeNtlawulo) neyeStanding Instruction and Indemnity (eyoMyalelo oMiyo neyokuKhuselwa kuButyala); iExchange Control Application Form (iFomu yeSicelo yoLawulo lokuTshintshwa kweMali yaMazwe ngaMazwe); iExchange Control Fee Brochure (iNcwadana yeeNtlawulo zoLawulo lokuTshintshwa kweMali yaMazwe ngaMazwe) | √                             |   |
|                                      | <b>Iifomu namaxwebhu</b> (iCredit Insurance Cession Form (iFomu yokuGqithiselwa kweInshorensi yeTyala)  |                               | √   |
|                                      | Umgaqo-nkqubo (iConflict of Interest Management Policy (uMgaqo-nkqubo woLawulo loNgquzulwano lweMfuno) malunga ne-FAIS; noMgaqo-nkqubo woBumfihlo)  | √                             |   |
|                                      | Isikhokelo (Ngendlela yokwamkela iintlawulo ezivela kumazwe ngamazwe)   | √                             |   |
| <b>Zamaqela Angamanye</b>            | IManyuwali ye-PAIA  | √                             |   |
|                                      | ImiMiselo yeNdlela yokuZiphatha kwaBaboneleli   | √                             |   |
| <b>ZeCorporate Social Investment</b> | I-CSI (amaxwebhu enkcazelo nawokwenza isicelo)  |                               | √<br>(info@capitecfoundation.o                    |

| liNdidi zeeRekhodi                    | liNtlobo zeeRekhodi  | Okufumanekayo kwiWebhusayithi | Iyafumaneka xa icelwa (ayicelwa phantsi kwe-PAIA) |
|---------------------------------------|--|-------------------------------|---|
| (Utyalo-mali lweNkampani kweZentlalo) |  |                               | rg)   |
| <b>ZeZomthetho</b>                    | I-Basic Conditions of Employment Act; iEmployment Equity Act; iFinancial Advisory neIntermediary Services Act; iOccupational Health and Safety Act   |                               | √   |
| <b>ZezeMali zeeNkampani</b>           | IZiphumo zeZemali eziNgaphicothwanga zikaCapitec Bank Holdings Limited kunye neengxelo zonyaka   | √                             |   |
| <b>Zokukhutshwa kooNondaba</b>        | Intlaninge yamaNqaku ooNondaba kaCapitec   | √                             |   |
| <b>ZeCapitec Connect Product</b>      | I-End User Charter (uMgaqo-nkqubo waBasebenzisi boQobo, imiMiselo yeNdlela yokuZiphatha  | √                             |   |
| <b>ZeZatifikethi</b>                  | I-NCR Credit Provider Registration Certificate (ISatifikethi soBhaliso lwabaBoneleli beTyala se-NCR); iFinancial Service Provider Registration Certificate (i-FSB) (iSatifikethi soBhaliso lwabaBoneleli beeNkonzo zeZemali); isatifikethi sokuHlala kuLoo Ndawo |                               | √   |

## 6. Iirekhodi Ziyafumaneka Ngokuhambelana nayo nayiphi eminye iMithetho

Ingcaciso yeerekhodi zikaCapitec ezifumanekayo ngokuhambelana nomnye umthetho, ehlonyelwe apha iphawulwe ngokuba yiManyuwali ye-PAIA – iSihlomelo A. Ezi ndidi zeerekhodi aziphelelanga kwaye zisenokutshintsha. Ukuba ucela ukufikelela kwezi rekhodi, awusifumani ngesihle isicelo sakho, kodwa siya kusihlola ngokuhambelana namagatya e-PAIA, neziphi na ezinye iimfuno zezomthetho kunye nemigqo-nkqubo yethu.

## 7. IiNtlobo zeeRekhodi Ezigciniweyo ngoMbandela ngamnye kaCapitec

Itheyibhile ebonelelwe ngezantsi ibonisa iMibandela inkampani egcina iirekhodi malunga nayo kunye neNdidi zeeRekhodi ukwenzela uCapitec.

|   |   |
|---|---|
| <b>Imibandela inkampani egcina iirekhodi malunga nayo</b> | <b>Iindidi zeerekhodi</b>   |
| <b>IiRekhodi zaBasebenzi</b>                              | Iirekhodi zobuqu ezibonelelwa ngabasebenzi okanye ngabo banokuba ngabasebenzi abasisigxina, abazizingxungxo kunye nabamaxesha athile, oonokhontraka; Iirekhodi ezibonelelwa ngamaqela angamanye ezinxulumene nabasebenzi; Imiqathango yengqesho kunye nezinye iirekhodi zezivumelwano neziphantse zazezomthetho ezinxulumene nabasebenzi; Iirekhodi zohlolo zangaphakathi kunye nezinye iirekhodi zangaphakathi; Imbalelwano enxulumene nabasebenzi; Iishedyuli kunye neemathiriyeli zoqeqesho.   |
| <b>Iirekhodi zomxumi</b>                                  | Iirekhodi ezibonelelwe ngumxumi kwiqela elilelinye elisebenzela uCapitec okanye egameni lakhe; Iirekhodi ezibonelelwe liqela elilelinye; Iirekhodi eziveliswe nguCapitec okanye ngaphakathi kuye ezimayelana nabaxumi bakhe, kuquka iirekhodi zeetranzekshini.  |
| <b>Iirekhodi zamaqumrhu abucala</b>                       | Iirekhodi zezemali; Iirekhodi zezemisebenzi; Iidathabheyisi; i-Information Technology (uBuxhakaxhaka beeKhompyutha); Iirekhodi zokumaketha; Imbalelwano yangaphakathi; Iirekhodi zeemveliso; Iirekhodi zemithetho; Imigaqo-nkqubo neeNkqubo zaNgaphakathi; Iirekhodi ezinxulumene neSebe likaNondyebo; IiSecurities nee-Equities; Iirekhodi ezigcinwe ngamagosa kaCapitec.  |
| <b>Ezinye iirekhodi</b>                                   | Iirekhodi zabasebenzi, zabaxumi okanye zamaqumrhu abucala ezigcinwe ngamaqela angamanye, endaweni yeerekhodi ezigcinwe nguCapitec buqu; Iirekhodi ezigcinwe nguCapitec ezimayelana namaqela angamanye, kuquka kube kungaphelelanga kwiirekhodi zezemali, kwimbalelwano, kwiirekhodi zezivumelwano, iirekhodi ezibonelelwa ngoonokhontraka/ngababoneleli-nkonzo. U-Capitec usenokuba neerekhodi ezimayelana namaqela angamanye, kuquka kube kungaphelelanga koonokhontraka, kubaboneleli-nkonzo, kwiinkampani eziphantsi kwakhe/ezinezabelo/ezayameneyo, iinkampani ezihlangasiweyo (ijoint venture), kunye nababoneleli beenkonzo. Kungenjalo, ezinye iinkampani ezinjalo zisenokuba neerekhodi ekunokuthiwa zezikaCapitec. |

## 8. IiNdidi zeeRekhodi Ezifumaneka Ngesihle

Zonke iirekhodi ezinxulumene nobudlelwane bomxumi noCapitec zifumaneka ngesihle kumxumi okanye kuMceli ongaceli omnye umntu, ngaphandle kwesidingo sokucela ezi rekhodi ngokwemimiselo ye-PAIA, kwakufunyanwa ubungqina obufanelekileyo ngesazisi esivela kuMceli. Ezi rekhodi ziquka, phakathi kwezinye, iileta zokugqityezelwa kwetyala, ukunikwa kwetyala (kuquka nezicelo zeeakhawunti), iimveliso zeinshorensi ezikhoyo, imimiselo nemiqathango, kunye neziteyitimenti zeeakhawunti okanye iziteyitimenti zebhanki. Ezi rekhodi zisenokucelwa ngokuqhagamshelana neZiko laBaxumi likaCapitec okanye ngokuya kwiSebe likaCapitec. Iinkcukacha zoqhamshelwano zingafumaneka apha:

<https://www.capitecbank.co.za/contact-us/>

## 9. UkuSetyenzwa kweNkcukacha zoBuqu

Isibhengezo sikaCapitec ngokusetyenzwa kweenkcukacha zobuqu singafunyanwa kwiSaziso soBumfihlo sikaCapitec esifumaneka ngeZiko loBumfihlo likaCapitec: <https://www.capitecbank.co.za/privacy-centre/privacy-notice/>

Nasiphi na isicelo seenkcukacha esiyinxalenye yomnikazi weengcombolo osebenzisa amalungelo akhe ngokuhambelana ne-POPIA, asisayi kulangabezana naso ngokuhambelana ne-PAIA. Jonga ku-<https://www.capitecbank.co.za/privacy-centre/data-subject-servicing/> ukuze ufake isicelo esinjalo.

## 10. UkuFikelela kwiiRekhodi Ezigcinwe nguCapitec

- 10.1 Iirekhodi ezigcinwe nguCapitec zisenokufikeleleka ngezicelo kuphela zakube iimfuno zangaphambili zofikelelo ziye zafezekisiwa.
- 10.2 Umceli inganguye nawuphi na umntu owenza isicelo ukwenzela ukufikelela kwiinkcukacha ezigcinwe nguCapitec. Kukho iintlobo ezimbini zabaceli: umceli buqu kunye nomnye umceli.
  - 10.1.1 Umceli buqu ngumceli ofuna iirekhodi zakhe ngokunokwakhe. U-Capitec uya kuzibonelela ngesihle ezi nkcukacha ziceliweyo okanye anikeze ufikelelo ngayo nayiphi na irekhodi emayelena neenkukacha zomceli, akube engqinisiswe ngempumelelo umceli nangokuhambelana nenkqubo echanekileyo, umz. i-PAIA ithelekiswa ne-POPIA ithelekiswa neirekhodi ezifumaneka ngesihle.
  - 10.1.2 Abanye abaceli banegunya lokucela ufikelelo lwamaqela angamanye. U-Capitec akanyanzelekanga ukuba anikeze ngofikelelo ngesihle. Umceli kumele afezekise iimfuno zangaphambili ukwenzela ufikelelo ngokwemimiselo ye-PAIA. Kuya kubizwa intlawulo emiselweyo ngokuveliswa kweenkcukacha.

## 11. INkqubo yeSicelo

- 11.1 Umceli kumele athobele zonke iimfuno zangaphambili eziqulathwe kwi-PAIA ezinxulumene nesicelo sokufikelela kwiiirekhodi.
- 11.2 Umceli kumele agcwalise ifomu emiselweyo (uFomu 02) njengoko ifumaneka kwiwebhusayithi yoMlawuli weNkcukacha (<https://info regulator.org.za/paia-forms/>).
- 11.3 Ifomu egcwalisiweyo kwakunye nokuhlalulwa kwentlawulo yesicelo kunye nedipozithi, ukuba kufanelekile, kumele zithunyelwe kwiGosa leeNkcukacha kule dilesi yeposi okanye yesitalato, kwinqanaba yefeksi okanye kwi-imeyili njengoko zibonelelwe kwicandelo 3 kolu xwebhu.
- 11.4 Le fomu imiselweyo kumele igcwaliswe ngeenkukacha ezaneleyo kunye namaxwebhu asebenzayo ezomthetho nawesazisi ukuze avumele iGosa leeNkcukacha likwazi noko ukukuphawula:
  - 11.4.1 Irekhodi okanye iirekhodi ezicelwayo
  - 11.4.2 Isazisi somceli
  - 11.4.3 Apho isicelo sifakwa yiarhente, isazisi searhente kunye nobungqina besikhundla



- 11.4.4 Loluphi uhlobo lofikelelo olufunekayo ukuba unokunikwa imvume ngesi sicelo
- 11.4.5 Idilesi yeposi okanye inombolo yefeksi yomceli
- 11.5 Umceli kumele atsho ukuba ufuna iinkcukacha ukuze asebenzise okanye akhusele ilungelo, aze atsho ngokucacileyo uhlobo lweli lungelo liza kusetyenziswa okanye liza kukhuselwa. Ukongeza, umceli kumele acacise isizathu sokuba ezi rekhodi zifuneka ukuze kusetyenziswe okanye kukhuselwe elo lungelo.
- 11.6 U-Capitec uza kusebenza isicelo kungadlulanga iintsuku ezingama-30 kwakube kungqinisiswe umceli okanye iqela elililinye ngempumelelo, ngaphandle kokuba umceli uye wachaza izizathu ezikhethekileyo ezinokwanelisa iGosa leeNkcukacha ukuba le meko inyanzelisa ukuba la maxesha angentla angabi nakuthotyelwa.
- 11.7 Umceli uya kuchazelwa ukuba ingaba uyifumene okanye akayifumenanga imvume yofikelelo kusini na. Ukuba, ngaphezu koko, umceli ufuna izizathu ukuze enze isigqibo, kumele achaze indlela kunye neenkukacha ezifunekayo.
- 11.8 Ukuba isicelo senziwa egameni lomnye umntu, umceli kumele angenise ubungqina besikhundla enza ngaso isicelo ukuze iGosa leeNkcukacha laneliseke kakuhle.
- 11.9 Ukuba umceli akakwazi ukugcwalisa le fomu imiselweyo kuba engakwazi ukufunda nokubhala okanye kuba ekhubazekile, loo mntu angenza isicelo ngomlomo ngeZiko laBaxumi likaCapitec, nelinokugcwalisa le fomu egameni loMceli, lize lithi emva koko linike uMceli ikopi yalo fomu.
- 11.10 Umceli kumele ahlawule le ntlawulo imiselweyo ngaphambi kokuba isicelo sisetyenzwe.

## 12. IZizathu zoKwalelwa koFikelelo kwiiRekhodi

Isahlulo 4 se-PAIA sibonelela ngeemeko apho ufikelelo kusenokufuneka/kumele lwaliwe nguCapitec, kuquka:

- 12.1 Ukhuselo olunyanzelekileyo lweemfihlelo zeqela elililinye elingumntu, onokuveza ngokungafanelekanga iinkcukacha zobuqu zomntu
- 12.2 Ukhuselo olunyanzelekileyo lweenkcukacha zoshishino zeqele elililinye, ukuba iirekhodi ziqulathe:
  - 12.2.1 iimfihlelo zorhwebho zelo qela lilelinye
  - 12.2.2 iinkcukacha zezemali, zoshishino, zenzululwazi okanye zobuchwepheshe, ukuba oko kuziveza kunokubangela ukonzakaliswa kweemfuno zezemali okanye zoshishino zamaqela angamanye
  - 12.2.3 iinkcukacha ezivezwe njengemfihlelo liqela elililinye kuCapitec, ukuba ukuvezwa kwezi nkcukacha kungabeka eli qela lilelinye esichengeni kuthethathethwano okanye kukhuphiswano loshishino
- 12.3 Ukhuselo olunyanzelekileyo lweenkcukacha eziyimfihlelo zamaqela angamanye ukuba zikhuselewe ngokwemimiselo yaso nasiphi na isivumelwano
- 12.4 Ukhuselo olunyanzelekileyo lokukhuseleka kwabantu kunye nokukhuselwa kwempahla

- 12.5 Ukhuselelo olunyanzelekileyo lweerekhodi ezinokuthathwa njengezinokubonwa ngabathile kuphela kwiinkqubo zasenkundleni kamantyi
- 12.6 Imisetyenzana yezoshishino kaCapitec, enokuquka:
  - 12.6.1 iimfihlelo zorhwebo zikaCapitec
  - 12.6.2 iinkcukacha zezemali, zezoshishino, zezenzululwazi okanye zobuchwepheshe, ukuba oko kuziveza kunokubangela ukonzakaliswa kweemfuno zezemali okanye zoshishino zikaCapitec
  - 12.6.3 iinkcukacha ezinokuthi ukuba zinokuvezwa zibeke uCapitec esichengeni kuthethathethwano okanye kukhuphiswano lwezoshishino
  - 12.6.4 inkqubo yekhompyutha kaCapitec, nekhuselelo ngelungelo lekopi
  - 12.6.5 iinkcukacha zophando zikaCapitec okanye zeqela elilelinye, ukuba ukuvezwa kwazo kungaveza igama likaCapitec, elomphandi okanye lombandela wophando kwaye kungabeka uphando esichengeni ngokumandundu

## 13. Iindlela zoKwenza iziBheno Ezifumanekayo ngoKwalelwa kweSicelo seeNkcukacha

### 13.1 Iindlela zokwenza isibheno zangaphakathi

Umceli onesicelo se-PAIA sokufikelela kwiinkcukacha esithe asavunywa, angenza isibheno kwaCapitec. Izibheno zangaphakathi kumele zibhalwe zifakwe kwiSebe lokuThobela iMithetho nge-imeyili ku-Compliance@capitecbank.co.za. Isibheno sangaphakathi kumele sifakwe iintsuku ezingama-60 zingaphelanga emva kokuba isicelo sikhathiwe. Isebe lokuThobela iMithetho liya kuphanda isizathu sokukhathiwa lize liqwalasele ngokutsha isigqibo esenziwe liGosa leeNkcukacha. ISebe lokuThobela iMithetho lineentsuku zokusebenza ezili-15 ekufuneka liphande ngazo isibheno. Impendulo iya kunikwa lowo wenza isibheno zingaphelanga iintsuku zokusebenza ezili-15.

Umceli onganelisekanga ngoku kungavunywa kokubonelelwa kweenkcukacha kwisigaba sesibheno, kuya kufuneka asebenzise iindlela zokwenza isibheno zangaphandle ezifumanekayo kuye kwaye uya kuhlawula zonke iindleko ezinxulumeneyo.

### 13.2 Iindlela zokwenza isibheno zangaphandle

Umceli onganelisekanga ngokwalelwa ukuvezwa kweenkcukacha liGosa leeNkcukacha, kufuneka, zingaphelanga iintsuku ezingama-30 zokwaziswa, asebenzise ezi ndlela zilandelayo:

- 13.2.1 Afake isibheno kuMlawuli weNkcukacha ngokugcwalisa iFomu 5 eyalelweyo ye-PAIA efumaneka kwiwebhusayithi yoMlawuli kwaye ayithumele ku-PAIAComplaints@inforegulator.org.za
- 13.2.2 Afake isicelo kwiNkundla kaMantyi enegunya ngeenjongo ze-PAIA.

## 14. IiNtlawulo

Iintlawulo kunye nokumiswa kweentlawulo ngokuPhathelele kumaQumrhu Abucala zikhankanyiwe kule theyibhile ingezantsi.

| I-Sr. No. | Ingcaciso   | Imali   |
|-----------|---|---|
| 1         | Intlawulo yesicelo eyenziwa nguye wonke umceli  | R140.00   |
| 2         | Ikopi yephepha eliyi-A4 elifotokopiweyo/eliprintwe mnyama namhlophe   | R2.00 ngephepha ngalinye okanye ngenxalenye yalo.   |
| 3         | Ikopi yephepha eliyi-A4 eliprintiweyo   | R2.00 ngephepha ngalinye okanye ngenxalenye yalo.   |
| 4         | <b>Ngekopi eluhlobo olufundeka ngekhompyutha:</b>   |   |
|           | Ekwiflash drive (kumele ibonelelwe ngumceli)  | R40   |
|           | Ekwicompact disc ukuba ibonelelwe ngumceli  | R40   |
|           | Ekwicompact disc ukuba ibonelelwe umceli  | R60   |
| 5         | Ngokukhutshelwa imifanekiso ngephepha ngalinye eliyi-A4   | Ezi nkonzo ziza kugqithiselwa komnye umboneleli. Ziza kuxhomekeka kwikowuteyishini evela kuMboneleli weeNkonzo. |
| 6         | Ikopi yemifanekiso  | Ezi nkonzo ziza kugqithiselwa komnye umboneleli. Iza kuxhomekeka kwikowuteyishini evela kuMboneleli weeNkonzo.  |
| 7         | Ukukhutshelwa kwerekhodi emanyelwayo, ngephepha ngalinye eliyi-A4   | R24.00  |
| 8         | <b>Ikopi yerekhodi emanyelwayo:</b>   |   |
|           | Ekwiflash drive (kumele ibonelelwe ngumceli)  | R40   |
|           | Ekwicompact disc ukuba ibonelelwe ngumceli  | R40   |
|           | Ekwicompact disc ukuba ibonelelwe umceli  | R60   |
| 9         | Ukukhangela nokulungiselela irekhodi eza kuvezwa ngeyure nganye okanye ngenxalenye yayo elindelekileyo ukwenzela oko kukhangela nokuyilungiselela, ayibalwa iyure yokuqala. | R145.00   |
|           | Ukungagqithi kwiindleko ezilingana  | R435.00   |
| 10        | Idipozithi: Ukuba ukukhangela kuyagqirha kwiiyure ezi-6   | Idipozithi: Ukuba ukukhangela kuyagqitha kwiiyure ezi-6   |
| 11        | Iposi, i-imeyili okanye nakuphi na okunye ukugqithiselwa ngekhompyutha  | Uqobo lweendleko, ukuba zikhona.  |

- 14.1. Nceda uqaphele ukuba iintlawulo kunye nokumiswa kwazo zisenokutshintsha kumaxesha ngamaxesha kwaye inkcazelo yamva nje malunga nazo ingafumaneka (Inkcazelo kwiwebhusayithi yoMlawuli: <https://info regulator.org.za/information-regulator-paia-manuals/>).
- 14.2. IGosa leeNkcukacha kunye / okanye uSekela-gosa weeNkcukacha uza kuzibamba iirekhodi de umceli abe uzihlawule iintlawulo ezifunekayo.

## 15. **IsiGqibo**

- 15.1 U-Capitec uza kwenza isigqibo sokuba uyayinika na imvume okanye uyasikhaba esi sicelo aze anikeze ngesaziso esinezizathu, ukuba siyafuneka, kungadlulanga iintsuku ezingama-30.
- 15.2 Isithuba seentsuku ezingama-30 ekumele uCapitec enze ngaso isigqibo sokuba uyayinika na imvume okanye uyasikhaba esi sicelo, sisenokwandiswa ngelinye ixesha elingadluliyo kwezinye iintsuku ezingama-30, ukuba esi sicelo senzewe imilinganiselo eyahlukileyo yeenkcukacha okanye sifuna ukukhangelwa kweenkcukacha ezigcinwe kwenye iofisi kaCapitec kwaye ezi nkcukacha akulindelekanga ukuba zingafunyanwa kungadlulanga isithuba seentsuku ezingama-30. U-Capitec uza kumazisa umceli ngembalelwano ukuba kufuneka kwandiswe ixesha.

## 16. **UkuFumaneka kweManyuwali**

- 16.1 Ikopi yeManyuwali iyafumaneka ku-Privacy Centre | Privacy Centre | Capitec Bank
- 16.2 Kwiofisi ephezulu kaCapitec ukwenzela ukuhlolwa nguwonke-wonke ngexesha loshishino eliqhelekileyo
- 16.3 Le manyuwali ingabonelelwa ngolunye ulwimi olusesikweni lwaseMzantsi Afrika yakucelwa.

# 17. Isihlomelo A: iFomu 02: iSicelo sokuFikelela kwiRekhodi [uMgaqo 7]

## FORM 2

### REQUEST FOR ACCESS TO RECORD

[Regulation 7]

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

|  |
|--|
|  |
|  |
|  |

(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

| PERSONAL INFORMATION  |           |  |                                 |
|---|-----------|--|---------------------------------|
| Full Names  |           |  |                                 |
| Identity Number   |           |  |                                 |
| Capacity in which request is made (when made on behalf of another person) |           |  |                                 |
| Postal Address  |           |  |                                 |
| Street Address  |           |  |                                 |
| E-mail Address  |           |  |                                 |
| Contact Numbers   | Tel. (B): |  | Facsimile: <input type="text"/> |
|   | Cellular: |  |                                 |
| Full names of person on whose behalf request is made (if applicable):     |           |  |                                 |
| Identity Number   |           |  |                                 |
| Postal Address  |           |  |                                 |

|  |          |  |           |
|--|----------|--|-----------|
| Street Address   |          |  |           |
| E-mail Address   |          |  |           |
| Contact Numbers  | Tel. (B) |  | Facsimile |
|  | Cellular |  |           |
| <b>PARTICULARS OF RECORD REQUESTED</b>   |          |  |           |
| <i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i> |          |  |           |
| Description of record or relevant part of the record:  |          |  |           |
|  |          |  |           |
|  |          |  |           |
|  |          |  |           |
|  |          |  |           |
| Reference number, if available   |          |  |           |
| Any further particulars of record  |          |  |           |
|  |          |  |           |
|  |          |  |           |
|  |          |  |           |
|  |          |  |           |
| <b>TYPE OF RECORD</b><br><i>(Mark the applicable box with an "X")</i>  |          |  |           |
| Record is in written or printed form   |          |  |           |
| Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>   |          |  |           |
| Record consists of recorded words or information which can be reproduced in sound  |          |  |           |
| Record is held on a computer or in an electronic, or machine-readable form   |          |  |           |

| <b>FORM OF ACCESS</b><br><i>(Mark the applicable box with an "X")</i>  |  |
|--|--|
| Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i> |  |
| Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>            |  |
| Transcription of soundtrack <i>(written or printed document)</i>   |  |
| Copy of record on flash drive <i>(including virtual images and soundtracks)</i>  |  |
| Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>   |  |
| Copy of record saved on cloud storage server   |  |

| <b>MANNER OF ACCESS</b><br><i>(Mark the applicable box with an "X")</i>   |  |
|---|--|
| Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i> |  |
| Postal services to postal address   |  |
| Postal services to street address   |  |
| Courier service to street address   |  |
| Facsimile of information in written or printed format <i>(including transcriptions)</i>   |  |
| E-mail of information <i>(including soundtracks if possible)</i>  |  |
| Cloud share/file transfer   |  |
| Preferred language<br><i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>  |  |

| <b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>   |  |
|--|--|
| <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i> |  |
| Indicate which right is to be exercised or protected   |  |
|  |  |
|  |  |

|  |  |
|--|--|
| Explain why the record requested is required for the exercise or protection of the aforementioned right: |  |
|  |  |
|  |  |

| FEES   |  |
|--------|--|
| a)     | <i>A request fee must be paid before the request will be considered.</i>   |
| b)     | <i>You will be notified of the amount of the access fee to be paid.</i>  |
| c)     | <i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i> |
| d)     | <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>   |
| Reason |  |
|        |  |
|        |  |

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

| Postal address | Facsimile | Electronic communication<br><i>(Please specify)</i> |
|----------------|-----------|---|
|                |           |   |

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_

*Signature of Requester / person on whose behalf request is made*

-----  
**FOR OFFICIAL USE**

|   |  |
|---|--|
| <i>Reference number:</i>  |  |
| <i>Request received by:<br/>(State Rank, Name And Surname of Information Officer)</i> |  |
| <i>Date received:</i>   |  |
| <i>Access fees:</i>   |  |
| <i>Deposit (if any):</i>  |  |

\_\_\_\_\_

*Signature of Information Officer*



## 18. Isihlomelo B: iFomu 05: iFomu yeSikhalazo [uMgaqo10]



**INFORMATION  
REGULATOR  
(SOUTH AFRICA)**  
*Ensuring protection of your personal information  
and effective access to information*

Address: JD House, 27 Stiemens Street  
Braamfontein, Johannesburg, 2001  
P.O. Box 31533  
Braamfontein, Johannesburg, 2017  
Tel: 010 023 5200  
Email: [PAIAComplaints@infoRegulator.org.za](mailto:PAIAComplaints@infoRegulator.org.za)

### COMPLAINT FORM

#### FORM 5 [Regulation 10]

#### NOTE:

1. This form is designed to assist the Requester or Third Party (hereinafter referred to as "the Complainant") in requesting a review of a Public or Private Body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the following email address: [PAIAComplaints@infoRegulator.org.za](mailto:PAIAComplaints@infoRegulator.org.za) or complete online complaint form available at <https://www.justice.gov.za/inforg/>.
2. PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part F of this complaint form.
3. It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed **PAIA Form 2** and submit it to the Body.
4. A copy of this Form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.
5. The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. **Please attach copies of the following documents, if you have them:**
  - a. Copy of the form to the Body requesting access to records;
  - b. The Body's response to your complaint or access request;
  - c. Any other correspondence between you and the Body regarding your request;
  - d. Copy of the appeal form, if your complaint relate to a public body;
  - e. The Body's response to your appeal;
  - f. Any other correspondence between you and the Body regarding your appeal;
  - g. Documentation authorizing you to act on behalf of another person (if applicable);
  - h. Court Order or Court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

#### CAPACITY OF PERSON/PARTY LODGING A COMPLAINT

(Mark with an "X")

- Complainant Personally
- Representative of Complainant
- Third Party

#### PREREQUISITES

|   |     |                          |    |                          |
|---|-----|--------------------------|----|--------------------------|
| Did you submit request (PAIA form) for access to record of a public/private body?                                 | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Has 30 days lapsed from the date on which you submitted your PAIA form?   | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Have you applied to Court for appropriate relief regarding this matter?   | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |

| <b>FOR INFORMATION REGULATOR'S USE ONLY</b> |     |                          |    |
|---|-----|--------------------------|----|
| Received by: (Full names)                   |     |                          |    |
| Position                                    |     |                          |    |
| Signature                                   |     |                          |    |
| Complaint accepted                          | Yes | <input type="checkbox"/> | No |
| Reference Number                            |     |                          |    |
| Date stamp                                  |     |                          |    |

| Postal address | Facsimile | Other electronic communication<br>(Please specify) |
|----------------|-----------|--|
|                |           |  |

**PART A  
PERSONAL INFORMATION OF COMPLAINANT**

|                 |          |  |           |
|-----------------|----------|--|-----------|
| Full Names      |          |  |           |
| Identity Number |          |  |           |
| Postal Address  |          |  |           |
| Street Address  |          |  |           |
| E-Mail Address  |          |  |           |
| Contact numbers | Tel. (B) |  | Facsimile |
|                 | Cellular |  |           |

**PART B  
REPRESENTATIVE INFORMATION**  
*(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)*

|                                       |          |  |           |
|---------------------------------------|----------|--|-----------|
| Full Names of Representative          |          |  |           |
| Nature of representation              |          |  |           |
| Identity Number / Registration Number |          |  |           |
| Postal Address                        |          |  |           |
| Street Address                        |          |  |           |
| E-mail Address                        |          |  |           |
| Contact Numbers                       | Tel. (B) |  | Facsimile |
|                                       | Cellular |  |           |

**PART C  
THIRD PARTY INFORMATION**  
*(Please attach letter of authorisation)*

|   |         |                          |        |                          |
|---|---------|--------------------------|--------|--------------------------|
| Type of Body  | Private | <input type="checkbox"/> | Public | <input type="checkbox"/> |
| Name of Public / Private Body                                     |         |                          |        |                          |
| Registration Number (if any)                                      |         |                          |        |                          |
| Name, Surname and Title of person authorised to lodge a complaint |         |                          |        |                          |
| Postal Address  |         |                          |        |                          |
| Street Address  |         |                          |        |                          |
| E-mail Address  |         |                          |        |                          |

|   |   |                          |           |                          |
|---|---|--------------------------|-----------|--------------------------|
| Contact Numbers   | Tel. (B):   |                          | Facsimile |                          |
|   | Cellular  |                          |           |                          |
| <b>PART D</b>   |   |                          |           |                          |
| <b>BODY AGAINST WHICH THE COMPLAINT IS LODGED</b>   |   |                          |           |                          |
| Type of body  | Private   |                          | Public    |                          |
| Name of public / private body   |   |                          |           |                          |
| Registration number (if any)  |   |                          |           |                          |
| Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request for access to information  |   |                          |           |                          |
| Postal Address  |   |                          |           |                          |
| Street Address  |   |                          |           |                          |
| E-mail Address  |   |                          |           |                          |
| Contact Numbers   | Tel. (B):   |                          | Facsimile |                          |
|   | Cellular  |                          |           |                          |
| Reference Number given (if any)   |   |                          |           |                          |
| <b>PART E</b>   |   |                          |           |                          |
| <b>COMPLAINT</b>  |   |                          |           |                          |
| <i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public or private body for response and possible resolution)</i> |   |                          |           |                          |
|   |   |                          |           |                          |
| Date on which request for access to records submitted.  |   |                          |           |                          |
| Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body.   |   |                          |           |                          |
| Have you attempted to resolve the matter with the organisation?   | Yes   | <input type="checkbox"/> | No        | <input type="checkbox"/> |
| If yes, when did you receive it? (Please attach the letter to this application.)  |   |                          |           |                          |
| Did you appeal against a decision of the information officer of the public body?  | Yes   | <input type="checkbox"/> | No        | <input type="checkbox"/> |
| If yes, when did you lodge an appeal?   |   |                          |           |                          |
| Have you applied to Court for appropriate relief regarding this matter?   | Yes   | <input type="checkbox"/> | No        | <input type="checkbox"/> |
| If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.   |   |                          |           |                          |
| <b>PART F</b>   |   |                          |           |                          |
| <b>DETAILED TYPE OF ACCESS TO RECORDS</b>   |   |                          |           |                          |
| <i>(Please select one or more of the following to describe your complaint to the Information Regulator)</i>   |   |                          |           |                          |
| Unsuccessful appeal (Section 77A(2)(a) or section 77A(3)(a) of PAIA)  | <i>I have appealed against the decision of the public body and the appeal is unsuccessful.</i>  |                          |           |                          |
| Unsuccessful application for condonation (Sections 77A(2)(b) and 75(2) of PAIA)   | <i>I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.</i> |                          |           |                          |

|  |  |                          |
|--|--|--------------------------|
| Refusal of a request for access (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A(3)(b) of PAIA)              | <i>I requested access to information held by a body and that request was refused or partially refused.</i>   | <input type="checkbox"/> |
| The body requires me to pay a fee and I feel it is excessive (Sections 22 or 54 of PAIA)                 | <i>Tender or payment of the prescribed fee.</i>  | <input type="checkbox"/> |
|  | <i>The tender or payment of a deposit.</i>   | <input type="checkbox"/> |
| Repayment of the deposit (Section 22(4) of PAIA)   | <i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>  | <input type="checkbox"/> |
| Disagree with time extension (Sections 26 or 57 of PAIA)   | <i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.</i> | <input type="checkbox"/> |
| Form of access denied (Section 29(3) or 60(a) of PAIA)   | <i>I requested access in a particular and reasonable form and such form of access was refused.</i>   | <input type="checkbox"/> |
| Deemed refusal (Section 27 or 58 of PAIA)  | <i>It is more than 30 days since I made my request and I have not received a decision.</i>   | <input type="checkbox"/> |
|  | <i>Extension period has expired and no response was received.</i>  | <input type="checkbox"/> |
| Inappropriate disclosure of a record (Mandatory grounds for refusal of access to record)                 | <i>Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonable been disclosed.</i>   | <input type="checkbox"/> |
| No adequate reasons for the refusal of access (Section 56(3)(a) of PAIA)                                 | <i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>              | <input type="checkbox"/> |
| Partial access to record (Section 28(2) or 59(2) of PAIA)  | <i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>   | <input type="checkbox"/> |
| Fee waiver (Section 22(8) or 54(8) of PAIA)  | <i>I am exempt from paying any fee and my request to waive the fees was refused.</i>   | <input type="checkbox"/> |
| Records that cannot be found or do not exist (Section 23 or 55 of PAIA)                                  | <i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>   | <input type="checkbox"/> |
| Failure to disclose records  | <i>The Body decided to grant me access to the requested records, but I have not received them.</i>   | <input type="checkbox"/> |
| No jurisdiction (exercise or protection of any rights) (Section 50(1)(a) of PAIA)                        | <i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>  | <input type="checkbox"/> |
| Frivolous or vexatious request (Section 45 of PAIA)  | <i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>   | <input type="checkbox"/> |
| Other (Please explain)   |  |                          |
| <b>PART G<br/>EXPECTED OUTCOME</b>   |  |                          |
| How do you think the Information Regulator can assist you? Describe the result or outcome that you seek. |  |                          |
|  |  |                          |
| <b>PART H<br/>AGREEMENTS</b>   |  |                          |

**The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:**

I agree that the Information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.

The information in this Complaint Form is true to the best of my knowledge and belief.

I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.

I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.

If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator; otherwise my complaint could experience a delay or even be closed.

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Complainant/Representative/Authorised person of Third party**