

Bukana ya PAIA ya Capitec



Sepheo

Ho fana ka kakaretso ya mefuta ya direkoto le tlhahisoleseding ya botho e tshwerweng ke Capitec le ho hlalosa mekgwatsamaiso ya ho kopa phumantsho ya direkoto tsena le tlhahisoleseding ya botho.

Bala mmoho le dikahare tsena

Ditataiso tsa PAIA: <https://info regulator.org.za/paia-guidelines/>

Diforomo tsa PAIA: <https://info regulator.org.za/paia-forms/>

Bukana ya PAIA ya Capitec – Tlatsetso ya A: <https://www.capitecbank.co.za/privacy-centre/promotion-of-access-to-information/>

Dintlha tsa Capitec tsa Boikopanyo: <https://www.capitecbank.co.za/contact-us/>

Tsebiso ya Sephiri ya Capitec: <https://www.capitecbank.co.za/privacy-centre/privacy-notice/>

Diforomo tsa Tshebeletso ya Taba ya Datha: <https://www.capitecbank.co.za/privacy-centre/data-subject-servicing/>

Kgatiso

V06

Mohla wa Tshebetso

3 Tlhakola 2026

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Mongodi

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Boikamahanyo ba Tokomane

Basebetsi bohle, Beng ba Datha, le Ba nang le Thahasello

Komiti bakeng sa ho Ananela

Komiti ya Tshireletso ya Lesedi

Boitatolo

Tokomane ena ke thepa ya kelello ya Capitec, mme dikahare tsa yona ha di a lokela ho hlaliswa hape kapa tsa pepeswa ho motho wa boraro ntle le tumello e fanweng pele ka mongolo ya Capitec. Tshebediso efe kapa efe e sa dumellwang e thibetswe.

Hang ha ditokomane tsohle di se di sebedisitswe bakeng sa se/dipheo tsa tsona, di lokela ho senngwa hanghang. Ho hloleha ho ikamahanya le tse ka hodimo mona ho tla lebisa ho mehato e tlang ho nkuwa.

Dikahare

1.	Selelekela.....	1
2.	Sepheo sa Bukana ena ya Tlhahisoleseding	1
3.	Dintlha tsa Boikopanyo	1
4.	Tataiso ya Molaodi wa Tlhahisoleseding mabapi le Tshebediso ya PAIA.....	2
5.	Mekgahlelo ya Direkoto tsa Capitec tse Fumanehang Setjhabeng kapa tse ka Kotjwang Ka Ntle ho PAIA	2
6.	Direkoto tse Fumanehang Mabapi le Molao ofe kapa ofe O Mong.....	4
7.	Mefuta ya Direkoto tse tshwerweng ho ya ka Taba ka nngwe ya Capitec.....	4
8.	Mekgahlelo ya Direkoto tse Fumanehang ka Ho iketsa	7
9.	Ho Sebetswa ha Tlhahisoleseding ya Botho	7
10.	Ho fihlella Direkoto tse tshwerweng ke Capitec	7
11.	Tsela ya ho etsa Kopo	8
12.	Mabaka a ho hanelwa ho fumana direkoto.....	9
13.	Ditharollo tse Fumanehang tsa ho Hanelwa ha o Kopa Tlhahisoleseding.....	10
14.	Ditefiso	11
15.	Qeto.....	12
16.	Ho fumaneha ha Bukana ena	13
17.	Sehlomathiso sa A: Foromo ya 02: Kopo bakeng sa Phumantsho ya Direkoto [Molawana wa 7].....	14
18.	Sehlomathiso sa B: Foromo ya 05: Foromo ya Tletlebo [Molawana wa 10].....	18

1. Selelekela

- 1.1 Capitec Bank Holdings Limited (“Capitec”) ke khampani ya setjhaba e lenaneng la Johannesburg Stock Exchange mme ke mokgatlo wa poraevete jwalokaha o hlahositswe ho Molao wa Tshireletso ya Tlhahisoleseding ya Botho wa 2 wa 2000 (“PAIA”). Capitec e itlamme tlasa Molaotheo wa Rephaboliki ya Afrika Borwa (“Molaotheo”) mme e tsitlallela ho nnetefatsa hore ditokelo tsa bohle tse ngotsweng ka hara Bili ya Ditokelo di sireleditswe mme di a hlomphuwa. Karolo ya 32 ya Molaotheo e fa batho bohle tokelo ya ho fumana tlhahisoleseding efe kapa efe e tshwerweng ke motho e mong mme e hlokeha bakeng sa tshireletso kapa tshebediso ya ditokelo dife kapa dife. PAIA e fana ka tokelo ya molaotheo ya ho fumana tlhahisoleseding. Ho ya ka karolo ya 51 ya PAIA le karolo ya 17 ya Molao wa Tshireletso ya Tlhahisoleseding ya Botho wa 4 wa 2013 (“POPIA”) mokgatlo wa poraevete o hlokwa hore o bokelle bukana e ngotseng ditshebetso tsohle tsa mokgwatsamaiso tse ka tlasa boikarabelo ba ona.
- 1.2 Capitec e bokelletse le ho ngola Bukana ena ya tshebediso ya PAIA ya Capitec ka ho ikamahanya le ditlhoko tsa bobedi PAIA le POPIA.
- 1.3 Bukana ena e sebetsa ho Capitec le bomphato bohle ba yona.

2. Sepheo sa Bukana ena ya Tlhahisoleseding

Bukana ena e etseditswe ho fana ka moralo wa mefuta ya direkoto le tlhahisoleseding ya botho e tshwerweng ke Capitec mme e hlosoa mokgwa wa ho kopa phihlelo ho direkoto tsena le tlhahisoleseding ya botho, ditlhoko bakeng sa ho fumana dikopo tseo, esitana le mabaka ao Capitec e ka hanang kapa ya hana kammoho ho dumella kopo e jwalo.

3. Dintlha tsa Boikopanyo

Dikopo tsohle bakeng sa phihlelo ya direkoto ho ya ka PAIA di lokela hoba tse ngotsweng mme di romelwe atereseng ya dintlha tsa boikopanyo tse ka tlase:

Lebitso la Mokgatlo wa Poraevete	Capitec Bank Ltd. Capitec Bank Holdings Ltd. Capitec Ins (Pty) Ltd. Capitec Insurance Holdings (Pty) Ltd. Capitec Life Ltd. Capitec Properties (Pty) Ltd. Capitec Rental Finance (Pty) Ltd.
Aterese ya Poso	P O Box 12451, Die Boord, Stellenbosch, 7613
Aterese ya Bodulo	5 Neutron Road, Techno Park, Stellenbosch, 7600
Nomoro ya Mohala	(021) 809 5900
Imeile ya PAIA	PAIA@capitecbank.co.za Lemoha: Dikopo tsohle tsa PAIA di lokela ho lebiswa ho aterese ena ya

	imeile.
Websaete	https://www.capitecbank.co.za/

4. Tataiso ya Molaodi wa Tlhahisoleseding mabapi le Tshebediso ya PAIA

Molaodi wa Tlhahisoleseding o ngotse Tataiso ya PAIA ho ya ka Karolo ya 10 ya PAIA ho o thusa ka kutlwisiso le kamoo o ka sebedisang ditokelo tsa hao ka tlasa PAIA. Khopi ya Tataiso ena ka dipuo tsohle tsa semmuso e ka fumanwa ho Molaodi wa Tlhahisoleseding (<https://info regulator.org.za/paia-guidelines/>).

Etela websaete ya bona	https://info regulator.org.za/
Aterese ya bodulo	The Information Regulator (South Africa) Woodmead North Office Park 54 Maxwell Drive Woodmead Johannesburg 2191
Dintlha tsa boikopanyo	Nomoro ya Mahala: 08000 17 160 Mohala wa ka tlung: 010 023 5200
Imeile	enquiries@info regulator.org.za – ho kopa tataiso ya Molaodi wa Tlhahisoleseding. PAIAComplaints@info regulator.org.za – ebang kopo ya hao ya PAIA e hannwe kapa ho se na karabo ho tswa ho Capitec bakeng sa phihlello ya direktoto o ka sebedisa aterese ena ya imeile ho hlahlela tletlebo foromong e tshwanelang.

5. Mekgahlelo ya Direktoto tsa Capitec tse Fumanehang Setjhabeng kapa tse ka Kotjwang Ka Ntle ho PAIA

Mokgahlelo wa direktoto	Mefuta ya Direktoto	Di fumaneha Websaeteng	Di a fumaneha ha di kotjwa (e seng ka tlasa PAIA)
Tsa Mebaraka	Ditlankana tsa dihlahiswa Sa Lefatshe Sekoloto Kgokahano ya Capitec Boloka Etsa Theransekhene Inshoreense	√	

Mokgahlelo wa direkoto	Mefuta ya Direkoto	Di fumaneha Websaeteng	Di a fumaneha ha di kotjwa (e seng ka tlasa PAIA)
Tlelaente	Diforomo le ditokomane Didebiti otara Phapanyetsano ya matjhaba Ditokomane tsa CSI Inshoreense ya Sekoloto Ditokomane tsa morero wa tsa lepato Tsa kakaretso Bophelo bo botle ba tsa ditjhelete Romela tjhelete Ho banka ka founo	√	
	Diforomo le Ditokomane tsa Banka ya Kgwebo (Diforomo tse fapaneng tsa Kopo ya ho Bula Akhaonto; Ditharollo tsa Setheo; Diforomo tse fapaneng tsa ho Nyahlatsa ditokelo, ho Itlama; Diforomo tsa Shoritishipi; Ditumellano tse fapaneng tsa Kadimo; Tumellano ya Thekiso ka Ditolemente; Foromo ya Nnetefatso ya Inshoreense; Diforomo tse fapaneng tsa Boitokollo; Didebiti Otara; MMTtara tse Teng; Diforomo tse fapaneng tsa Phetoho ya Tlhahisoleseding ya Tlelaente) FOREX: (Kgwebo ya Capitec ya Taelo e Teng; Ho ntshwa ha Phatlalatso ya ho Tshela Meedi; Phatlalatso ya ho Tshela Meedi le ho Kena ha Taelo ya Phetiso ya Matlole; Tumellano ya Kgwebisano ya Phapanyetsano ya Dinaheng tsa ka ntle; Konteraka ya ho Reka/Rekisa Phapanyetsano ya Nako e Tlang)		√
	Diforomo tsa Wili le Thepa ya Mofu: Tsebiso ya Lefu; Ho Tlaleha Thepa ya Mofu; Tlhahisoleseding ya Mojalefa wa Motho; Lenane le Letoto la Dipotso; Mekgwatshebetso ya Tsamaiso	√	
	Diforomo tsa Tshehetso ya Mohwebisi: Foromo ya Kopo ya Mohwebisi; Tumellano ya Ditshebeletso tse Hlokang Mohwebisi; Ditatemente tsa Mohwebisi		√
	Leano (Leano la Tsamaiso ya Kgohlano ya Ditabatabelo re FAIS; Tsebiso ya Sephiri)	√	
	Tataiso (Ya kamoo o ka fumanang ditefello tsa matjhabeng)	√	
	Mekgatlo ya Boraro	Bukana ya tshebediso ya PAIA	√
Melawana ya Boitshwaro ya Mofani		√	

Mokgahlelo wa direkoto	Mefuta ya Direkoto	Di fumaneha Websaeteng	Di a fumaneha ha di kotjwa (e seng ka tlasa PAIA)
	Lenane la Mekga ya Boraro	√	
Tsa Molao	Molao wa Maemo a Motheo a Khiri; Molao wa Tekatekano Khirong; Molao wa Boeletsisi ho tsa Ditjhelete le Ditshebeletso tsa Bokenadipakeng; Molao wa tsa Bophelo bo Botle le Polokeho Mosebetsing		√
Tsa Ditjhelete tsa Kgwebo	Diphetho tse sa Hlahlojwang tsa Ditjhelete mmoho le ditlaleho tsa selemo tsa Capitec Bank Holdings Limited	√	
Ditsebiso tsa Boraditaba	Dingolwa tse Fapaneng tsa Boraditaba tsa Capitec	√	
Sehlahiswa sa Kgokahano sa Capitec	Tumellano ya Mosebedisi, Melawana ya Boitshwaro	√	
Ditifikeiti	Setifikeiti sa Ngodiso ya Mofani wa Sekoloto wa NCR; Setifikeiti sa Ngodiso ya Mofani wa Ditshebeletso tsa Ditjhelete (FSB); Setifikeiti sa Bodulo		√

6. Direkoto tse Fumanehang Mabapi le Molao ofe kapa ofe O Mong

Tlhaloso ya direkoto tsa Capitec tse fumanehang ho ya ka molao o mong, e hlahisitswe mona mme e bitswa PAIA Manual - Addendum A. Mekgahlelo ena ya direkoto ha e a phetheha mme e ka nna ya fetolwa. Haeba o kopa phumantsho ya direkoto tsena, re ke ke ra dumella kopo ya hao feela ka yona nako eo, empa re tla e hlahloba ho ya ka dipehelo tsa PAIA, ditlhoko dife kapa dife tse ding tsa molao le maano a rona.

7. Mefuta ya Direkoto tse tshwerweng ho ya ka Taba ka nngwe ya Capitec

Theibole e fanweng ka tlase mona e bontsha Ditaba tseo mokgatlo ona o tshwereng direkoto tsa tsona le Mekgahlelo ya direkoto bakeng sa Capitec.

Ditaba tseo khampani e tshwarang direkoto tsa tsona	Mekgahlelo ya direkoto
Direkoto tsa Mosebetsi	<p>Direkoto tsa botho tse fanwang ke basebetsi ba dinako tsohle, ba nakwana le ba dinako tse itseng kapa basebetsi ba tlang ho hirwa, boradikonteraka; Direkoto tse fanwang ke motho wa boraro tse mabapi le basebetsi; Maemo a khiri le direkoto tse ding tse amanang le basebetsi tsa konteraka le tse batlang ele tsa molao; Direkoto tsa tlhahlobo ya ka hare le direkoto tse ding tsa ka hare; Kgokahano e mabapi le basebetsi; Ditlhophiso le disebediswa tsa thupello.</p>
Direkoto tsa Tlelaente	<p>Tlhahisoleseding ya Botho ya Boitsebiso le Boikopanyo</p> <ul style="list-style-type: none"> • Dintlha tsa botho (lebitso, fane, lebitso la pele ho lenyalo, bong, letsatsi la tswalo, mosebetsi) • Tlhahisoleseding ya boitsebiso (nomoro ya ID ya Afrika Borwa, nomoro ya pasepoto, nomoro ya boitsebiso ba Lekgetho) • Dintlha tsa boikopanyo (Lapeng, mosebetsing, diaterese tsa poso le imeile, dinomoro tsa mohala). • Tlhahisoleseding ya Bayometriki (Boitsebiso ba dinepe, datha ya dikgatiso tsa menwana, ID ya lentswe) • Tlhahisoleseding ya dipalo ho ya ka bodulo (bong, boemo ba lenyalo, mmala, morabe, tlhahisoleseding ya bophelo bo botle bakeng sa inshoreense) • Tlhahisoleseding ya bana ba hlokomelwang ke bahlokomedi bakeng sa ho banka, inshoreense, dibasari, kapa thuto ya tsa ditjhelete. <p>Datha ya tsa Ditjhelete le tsa Diphanyetsano</p> <ul style="list-style-type: none"> • Tlhahisoleseding ya biro ya dikoloto (datha e bolokilweng ke dibiro tse ngodisitsweng tsa dikoloto) • Tlhahisoleseding ya ditjhelete (dintlha tsa akhaonto ya banka) • Datha ya Boitshwara ba diphanyetsano (dikgokahano tsa dihlahiswa le ditshebeletso, diketso tse entsweng) • Direkoto tse tshhetsang boitlamo ba tsa taolo (dintlha tsa phanyetsano, sepheo sa tefo, datha ya bajalefa, ditokomane tsa boitsebiso, ketsahalo e belaetsang) • Tlhahisoleseding ya inshoreense ya bophelo le eo e seng ya bophelo (dikahare tsa pholisi, ditleleimi, dintlha tsa bajalefa, dipholisi tse fetileng, nnetefatso ya lefu) • Datha ya tsamaiso ya Stokvel (lebitso, fane, nomoro ya ID, bonkakarolo, tekolo e loketseng, ditekolo tsa AML, ho bea leihlo boqhekanyetsi) • Tlhahisoleseding ya tsa khiri (boemo, ditefo, ho fokotswa mosebetsing kapa datha ya ditleleimi tsa boqhwala.) • Thuto, mokgwa wa bophelo, le tlhahisoleseding ya bophelo ba ditjhelete (e fanwang ha motho a kenela MoneyUp Academy) <p>Akhaonto ya Mosebedisi le Tlhahisoleseding ya Nnetefatso</p> <ul style="list-style-type: none"> • Data ya ho kena ya mosebedisi (lesedi la bopaki la ho banka ka App le ka inthanete) • Data ya nnetefatso (tlhahisoleseding ya bayometriki, ID ya lentswe, boitsebiso ba dinepe, datha ya dikgatiso tsa menwana) <p>Tlhahisoleding ya Sesebediswa le Tshebediso</p> <ul style="list-style-type: none"> • Tlhahisoleseding ya sesebediswa (aterese ya IP, mmotlolo wa sesebediswa, lebitso, ID, mofuta wa sistimi ya tshebetso, tshebediso ya NFC, kamahanyo ya App) • Datha ya Log (nako/mohla wa tshebediso ya tshebeletso, tlhahisoleseding ya dipalopalo tse bokeletsweng ka dihlahiswa tsa motho wa boraro bakeng sa Ditshebeletso tsa Mohlwebisi le Kgokahano ya Capitec)

<p>Ditaba tseo khampani e tshwarang direkoto tsa tsona</p>	<p>Mekgahlelo ya direkoto</p>
	<ul style="list-style-type: none"> • Nomoro ya IMEI (bakeng sa ditshebeletso tsa Kgokahano ya Capitec jwaloka SIM swapo, tefiso ya ho ba monga, ho emisa ho sebedisa nomoro, tshehetso ya phetisetso ya nomoro) • Tlhahisoleseding ya sebaka (tekanyetso ya sebaka seo motho a leng ho sona nakong ya tshebediso ya App kapa phapanyetsano) <p>Dikgokahano le Dipuisano</p> <ul style="list-style-type: none"> • Direkoto tsa dipuisano, (diimeile, ho letsa mohala, kapa dikopano ka seqo, melaetsa ya sele, media wa phedisano) • Tlhahisoleseding e nngwe e fanweng ka diforomo, dipatlisiso, ditlhodisano, kapa ka seqo (ho shebanwe mahlong, ka founo, imeile, inthanete, live chat) • Tlhahisoleseding mabapi le dipuisano, ditlalebo, diqabang, le ditlalemi tsa inshoreense. • Dikahare le metadatha ho tswa ho phapanyetsano ya tlhahisoleseding (imeile, divoismeile, live chat) <p>Dikhuki le Ditheknoloji tse Kang Tseo</p> <ul style="list-style-type: none"> • Dikhuki le ditheknoloji tse kang tseo (tse sebedisetswang ho lemoha basebedisi, ho hopola tseo ba di ratang, ho hlophisa dikahare, dintlha tsa Leano la Dikhuki) <p>Phuputso le Datha ya Boikamahanyo</p> <ul style="list-style-type: none"> • Datha ya phuputso (tekolo e loketseng, boqhekanyetsi, dikotloqobello, ditekolo tsa AML, ditlaleho tsa bohlokoa ba ka ntle) • Tlhahisoleseding ya tlolo ya molao (komishene kapa komishene e qoswang ya ditlolo tsa molao, mekgwatsamaiso ya molao o amanang)
<p>Direkoto tsa mokgatlo wa poraevete</p>	<p>Direkoto tsa ditjhelete; Direkoto tsa tshebetso; didathabeisi; Thekenoloji ya Tlhahisoleseding; Direkoto tsa Dimmaraka; Ngollano ya kahare; Direkoto tsa dihlahiswa; Direkoto tsa molao; Maano le Mekgwatshebetso ya Kahare; Direkoto tse amanang le Botshwaramatloto; Ditshireletso le Diabo; Direkoto tse tshwerweng ke baofisiri ba Capitec.</p>
<p>Direkoto tse ding</p>	<p>Direkoto tsa basebetsi, ditlaleho kapa mokgatlo wa poraevete tse tshwerweng ke setheo se seng, tseo eseng direkoto tse tshwerweng ke Capitec ka boyona; Direkoto tse tshwerweng ke Capitec tse mabapi le mekgatlo e meng, ho kenyeletswa ntle le meedi, direkoto tsa ditjhelete, ngollano, direkoto tsa dikonteraka, direkoto tse fanweng ke mokgatlo o mong, le direkoto tse fanweng ke mokgatlo wa boraro tse mabapi le boradikonteraka/bafani. Capitec e ka ba le direkoto tse mabapi le mekgatlo e meng, ho kenyeletswa ntle le meedi borakonteraka, bafani, dikhamphani tse ka tlase/tse ka sehloohong/tsa selekane, dikhamphani tsa kopanelo, le bafani ba ditshebeletso. Ho seng jwalo, mekgatlo ena e meng e ka ba le direkoto tseo ho ka thweng ke tsa Capitec.</p>

8. Mekgahlelo ya Direkoto tse Fumanehang ka Ho iketsa

Ditlelaente di ka kopa boholo ba ditokomane le direkoto tse amanang le kamano ya bona le Capitec ka ho fana ka boitsebiso bo molaong ntle feela le ha boithahiso bo thibetswe kapa bo sa dumellwa. Direkoto tse fumanehang di kenyeletsa mangolo a ho phethela sekoloto, dikopo tsa sekoloto, dintlha tsa inshoreense, melawana le dipheho, le ditatemente tsa akhaonto, Ho kopa tsena, ikopanye le Capitec Client Care kapa etela lekala. Dintlha tsa boikopanyo:

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

9. Ho Sebetswa ha Tlhahisoleseding ya Botho

Boitlamo ba Capitec ho ho sebetswa ha tlhahisoleseding ya botho bo ka fumanwa ho Tsebiso ya Sephiri ya Capitec e fumanehang ka Setsi sa tsa Sephiri sa Capitec:

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

Kopo efe kapa efe bakeng sa tlhahisoleseding e etsang karolo ya monga datha ya sebedisang ditokelo tsa hae ho ya ka molao wa POPIA, e ke ke ya sebetswa ho ya ka molao wa PAIA. Sheba ho <https://www.capitecbank.co.za/privacy-centre/data-subject-servicing/> ho hlahlela kopo e jwalo.

10. Ho fihlella Direkoto tse tshwerweng ke Capitec

10.1 Phumano ya direkoto tse tshwerweng ke Capitec e dumellwa feela ha o phethahaditse ditlhoko tse beilweng bakeng sa ho di fumantshwa.

10.2 Mokopi ke motho ofe kapa ofe ya etsang kopo ya ho fumantshwa tlhahisoleseding eo Capitec e e tshwerweng. Ho na le mefuta e mmedi ya bakopi: mokopi ya ikopelang le mokopi e mong.

10.2.1 Mokopi ya ikopelang ke mokopi ya batlang phumantsho ya:

10.2.1.1 direkoto tsa hae ka boyena. Capitec e tla fana ka boithaopo kapa e dumelle phumantsho ya tlhahisoleseding e kotjwang kapa e fane ka phumano ya direkoto tse tshwanelang mabapi le tlhahisoleseding ya mokopi, kamora ho netefatsa boitsebiso ba mokopi le ho nnetefatsa hore ditlhoko tsohle tsa PAIA di fihletswe.

10.2.1.2 mefuta efe kapa efe e meng ya direkoto tse tshwerweng ke Capitec boemong ba bona.

10.2.2 Dikopo ka Bakopi ba bang

10.2.2.1 Bakopi ba bang ba ka kopa phumantsho ya tlhahisoleseding e tshwerweng ke Capitec lebitsong la motho wa tlhaho kapa motho wa molao ba dumelang hore Capitec e tshwere tlhahisoleseding ya bona, kapa ba ka etsa lebitsong la mokgatlo ofe kapa ofe o ratang ho fumana tlhahisoleseding e tshwerweng ke Capitec. Ho bohlokwa ho lemoha hore Capitec ha e tlanngwe ke letho ka boiketsi ho fana ka tlhahisoleseding e kopilweng ke batho bao. Ho seng jwalo, bakopi ba

bang ba tlameha ho fihlela ditlhoko tsohle bakeng sa phumantsho ho tlhahisoleseding jwalokaha ho hlalositse ho PAIA.

- 10.2.2.2 Moo tlhahiso ya tlhahisoleseding e kopilweng e le karolo ya kopo ya phihlello, tefo e tshwanelehang e laetsweng bakeng sa ho hlahiswa e tla lefiswa. Ho feta moo, tshebetso e hloka boitsebiso bo nepahetseng ba bobedi mokopi le motho wa tlhaho kapa wa molao eo kopo e kenngwang bitsong la hae. Bopaki bo molaong ba matla kapa matlataelo bo lokela ho romelwa ke mokopi ho bontsha matla a mokopi ofe kapa ofe ya emeng lebitsong la motho wa tlhaho kapa wa molao.
- 10.2.2.3 Capitec e tla fana feela ka direkoto tse kopilweng ho mokopi e mong hang ha nnetefatso ya tumello kapa matlataelo e phethilwe ka katleho le tumelo e hlakileng e fumanwe ho motho wa tlhaho kapa wa molao eo tlhahisoleseding e amanang le yena.

11. Tsela ya ho etsa Kopo

- 11.1 Mokopi ka boyena kapa e mong o lokela ho ikamahanya le ditlhoko tsohle tse batlwang pele tse ka hare ho PAIA tse mabapi le kopo ya phumantsho ya rekoto.
- 11.2 Mokopi ka boyena kapa e mong o lokela ho tlatsa foromo e laetsweng (Foromo ya 02) e fumanehang ho websaete ya Molaodi wa Tlhahisoleseding (<https://inforegulator.org.za/paia-forms/>) pele kopo ya PAIA e ka nnetefatswa. Mefuto yohle e meng ya foromo e tla hanwa.
- 11.3 Foromo e tlatsitsweng esitana le tefo ya tefiso e batlehang le dipositi, ha e lokela, di tlameha ho romelwa ho Moofisiri wa Tlhahisoleseding atereseng ya poso kapa ho Aterese ya Moaho, kapa imeile ho PAIA@capitecbank.co.za.
- 11.4 Foromo e laetsweng (Foromo ya 02) e lokela ho tlatswa ka tlhokomelo e lekaneng le ditokomane tse nepahetseng tse tshehetsang tsa molao le tsa boitsebiso, ho kenyeletswa:
 - 11.4.1 Ho hlalosa dintlha tse lekaneng tsa rekoto kapa direkoto tse kotjwang. Dikopo bakeng sa ditokomane tse sa tsebisahaleng, tse inahanelwang, tse sa hlalotswang kapa dikopo tsa PAIA tse sa fihlelleng diphelelo hore di nkwe e le tse molaong di keke tsa sebetswa mme di tla nkwa ele tse sa tshwanelehang ha di fumanwa.
 - 11.4.2 Dikhopi tse nnetefaditsweng tsa ditokomane tsa boitsebiso (ID) bakeng sa mokopi ka boyena kapa e mong di lokela ho fanwa, mme dikhopi tsena ha di a lokela ho feta dikgwedi tse tharo. Haeba 'mokopi e mong' a romela kopo lebitsong la motho wa tlhaho kapa wa molao, kapa mokgatlo o nang le thahasello, khopi ya ID e nnetefaditsweng lebitsong la motho wa tlhaho kapa wa molao kapa mokgatlo o nang le thahasello e tla hlokeha, mme khopi eo e be le mohla wa letsatsi le hara dikgwedi tse tharo tse fetileng. Sheba karolo ya 11.9 le dikarolwana tsa yona bakeng sa dintlha tse ding mabapi le bopaki ba boteng.
 - 11.4.3 Hlalosa mefuta e batlehang ya direkoto, mofuta wa phihlello o batlwang, le mokgwa wa phano.
 - 11.4.4 Aterese ya poso kapa aterese ya imeile ya mokopi ka boyena kapa e mong.

- 11.5 Mokopi ka boyena kapa e mong o lokela ho hlalosa tokelo eo a batlang ho e sebedisa kapa ho e sireletsa mme a hlalose hore ke hobaneng tlhahisoleseding eo e hlokeha bakeng sa lebaka leo.
- 11.6 Capitec e tla sebetsana le dikopo matsatsing a 30 kamora ho netefatsa mokopi ka boyena kapa e mong, mo/batho ba tlhaho kapa ba molao, le/kapa mekgatlo e nang le thahasello, mme a nnetefatse ditlhoko tsohle tse batlwang pele. Haeba mabaka a ikgethang a fanwe a anelang nako e fapaneng, Moofisiri wa Tlhahisoleseding a ka lokisa nako ya tshebetso jwalokaha ho hlokeha.
- 11.7 Moo tlhahisoleseding e kopilweng e amana le motho wa tlhaho kapa wa molao, Capitec e tla qala ho ikopanya le motho wa tlhaho kapa wa molao e sebedisa nomoro ya boikopanyo e netaditsweng e rekotilweng disistiming tsa Capitec. Nakong ya tshebetso, Capitec e tla hlalisa boitsebiso ba mokopi kapa e mong ho tlelaente mme e kope semolao tumello ya hae ya ho lokolla tlhahisoleseding ya hae ho mokopi ka boyena kapa e mong.
- 11.8 Mokopi ka boyena kapa e mong o tla tsebiswa hore ebe kopo ya hae e a tshwaneleha le hore phumantsho e dumelletswe kapa e hannwe. Haeba, mokopi ka boyena kapa e mong a batla mabaka a qeto eo, o tla kotjwa ho bolela mokgwa le dintlha tseo a batlang hore a fuwe tlhahisoleseding ka ona. Ha 'mokopi e mong' a batla tlhahisoleseding lebitsong la motho wa tlhaho kapa wa molao, kapa mekgatlo o nang le thahasello, mokopi e mong o tla kotjwa ho fana ka bopaki bo kgotsofatsang ba boteng ba hae le/kapa tumello ho Moofisiri wa Tlhahisoleseding.
- 11.9 Bopaki bona ba boteng kapa tumello bo lokela ho romelwa ka foromo ya Matla a Ikgethang a Mmuelli kapa tokomane e nngw e tshwanelehang e molaong e amanang le maemo a itseng. Haeba Matla a Ikgethileng a Mmuelli a fanwe ele bopaki, a lokela ho bontsha ka ho hlaka tse latelang:
- 11.9.1 Ho fa ka ho ipaka mokopi e mong matla a ho sebedisa ditokelo tlasa PAIA lebitsong la motho wa tlhaho kapa wa molao, kapa mekgatlo o nang le thahasello, le ho hlalosa bobedi ho qalwa le bolelele ba nako ya matla ana hara dinako tse beilweng.
- 11.9.2 Ho bontsha hore mokopi e mong o filwe matla a hlokehang ho kopa phihlello ho le ho fumana tlhahisoleseding e itseng e batlwang ka PAIA.
- 11.9.3 Ho theha lehokela le hlakileng dipakeng tsa matla le tumello tse fanweng le tokelo ya phihlello ya tlhahisoleseding tlasa PAIA.
- 11.10 Mokopi ka boyena kapa e mong o lokela ho lefa tefiso e beilweng pele ho etswa mokgwatshebetso ofe kapa ofe ha ho hlokeha.

12. Mabaka a ho hanelwa ho fumana direkoto

PAIA kgaolo ya 4 e fana ka maemo ao kopo ya phumantsho ya direkoto e ka/ tlamehang ho hanwa ka ona ke Capitec, ho kenyeletswa:

- 12.1 Tshireletso e tlamang ya sephiri sa motho wa boraro eo e leng motho wa tlhaho, ya ka kenyeletsang ho pepeswa ho sa lokang ha tlhahisoleseding ya botho ya motho eo wa tlhaho.
- 12.2 Tshireletso e tlamang ya tlhahisoleseding ya tsa kgwebo ya motho wa boraro, haeba rekoto di ena le:

- 12.2.1 makunutu a tsa kgwebo a motho eo wa boraro.
- 12.2.2 tlhahisoleseding ya tsa ditjhelete, tsa kgwebo, tsa saense kapa tsa thekgeniki tseo ho pepesa ho ka bakang temalo ho ditabatabelo tsa ditjhelete kapa tsa kgwebo tsa motho eo wa boraro.
- 12.2.3 tlhahisoleseding e pepesitsweng sephiring ke motho wa boraro ho Capitec, haeba ho pepesa hoo ho ka bea motho wa boraro boemong bo bobo ditherisanong kapa tlhodisanong ya tsa kgwebo.
- 12.3 Tshireletso e tlamang ya tlhahisoleseding ya sephiri ya batho ba boraro haeba e sireleditswe ho ya ka tumellano efe kapa efe.
- 12.4 Tshireletso e tlamang ya polokeho ya motho ka mong le tshireletso ya thepa.
- 12.5 Tshireletso e tlamang ya direkoto tse ka nkuwang e le tsa sephiri tse kgethehileng ditsamaisong tsa molao.
- 12.6 Diketsahalo tsa kgwebo tsa Capitec, tse ka kenyeletsang:
 - 12.6.1 makunutu a kgwebisano a Capitec.
 - 12.6.2 tlhahisoleseding ya tsa ditjhelete, kgwebo, saense kapa setekgeniki eo ho pepesa ho ka nnang ha baka temalo ho ditabatabelo tsa ditjhelete kapa tsa kgwebo tsa Capitec.
 - 12.6.3 Tlhahisoleseding eo, haeba e ka pepeswa, e ka beang Capitec ka mosing ditabeng tsa dipuisano kapa tlhodisanong ya tsa kgwebo.
 - 12.6.4 Lenaneo la khomputa leo e leng la Capitec, mme le sireleditswe ka ditokelo tsa kgatiso/khopiraete.
 - 12.6.5 tlhahisoleseding ya phuputso ya Capitec kapa ya motho wa boraro, haeba pepeseho ya yona e ka pepesa boitsebiso ba Capitec, mofuputsi kapa taba ya phuputso mme e ka bea phuputso ka mosing hampe haholo.
- 12.7 Karolo ya 7 ya PAIA e lokisetsa maemo a itseng moo PAIA e sa sebetseng ho kopo ya phihlelo ya di/rekoto. Maemo ana a kenyeletsa:
 - 12.7.1 Direkoto tse kotjwang ka mabaka a ditsamaiso tsa tlolo ya molao kapa tsa diqabang.
 - 12.7.2 Dikopo tse etswang kamora ho qalwa ha ditsamaiso tsa tlolo ya molao kapa tsa diqabang kamoo maemo a ka bang ka teng; mme.
 - 12.7.3 Haeba phihlelo ya direkoto tsena e laolwa ke melao e meng e sebetsang, eseng ke diphelelo tsa Molao ona.

13. Ditharollo tse Fumanehang tsa ho Hanelwa ha o Kopa Tlhahisoleseding

- 13.1 **Ditharollo tsa kahare**
 - 13.1.1 Mokopi ka boyena kapa e mong eo kopo ya hae ya PAIA e hannweng a ka kopa tekolobotjha ya kahare ka ho ngolla Motlatsi wa Moofisiri wa Tlhahisoleseding (MMT) wa Capitec ho paia@capitecbank.co.za. Boipiletso ba kahare bo lokela ho hlalelwa matsatsing a 60 kamora hoba kopo e hanwe kgetlo la pele.

- 13.1.2 MMT, ya sa nkeng seabo tshebetsong ya tlwaelo ya dikopo tsa PAIA, o tla etsa tekolobotjha e felletseng ya qeto ya pele mme a sekaseke tlhahisoleseding efe kapa efe ya tlatsetso e tshehetsang e fanweng. Ho nnetefatsa ho se nke lehlakore le ho hloka leeme, MMT ya ileng a sekaseka kopo ya pele ya PAIA mme a arabela kopo eo a keke a nka seabo qetong ya sephetho sa tekolobotjha ya kopo.
- 13.1.3 Kamora ho fumana tekolobotjha ya kahare, MMT o tla lekola hape qeto mme a sekaseke tlhahisoleseding efe kapa efe e ntjha e rometsweng. MMT jwale o etsa qeto ya phihlollo ya tlhahisoleseding e kopilweng. Ho nnefatsa ho hloka leeme, MMT e mong o etsa tekolobotjha ya tlatsetso pele ho qeto ya ho qetela. MMT ya lekolang botjha o saena karabelo ya semolao, mme dikananelo tsohle di rekotuwa bakeng sa oditi le boikamahanyo.
- 13.1.4 Karabo e tla romelwa matsatsing a 15 a kgwebo kamora ho fumanwa ha kopo ya tekolobotjha.

13.2 Ditharollo tsa kantle

Mokopi ka boyena kapa e mong ya sa kgotsofalang ke kgano e entsweng ke Moofisiri wa Tlhahisoleseding ya ho pepesa tlhahisoleseding, a ka, matsatsing a 30 kamora tsebiso ya qeto, sebedisa metjha e latelang:

- 13.2.1 Tlaleha tletlebo ho Molaodi wa Tlhahisoleseding (Information Regulator) ka ho tlatso Foromo ya 5 ya PAIA ho websaete ya Molaodi wa Tlhahisoleseding mme a e romele ho PAIAComplaints@inforegulator.org.za.
- 13.2.2 Etsa kopo Lekgotleng la dinyewe le nang le bolaodi bakeng sa kimollo, ka mabaka a PAIA, ntle feela le ha o lekile metjha yohle ya ditharollo tsa ka ntle.

14. Ditefiso

- 14.1 Ditefiso le sebopelo sa ditefiso ho ya ka Mekgatlo ya Poraevete di boletswe theiboleng e ka tlase mona.

Sr. No.	Tlhaloso	Tjhelete
1	Tefiso ya kopo e lefshwang ke mokopi e mong le e mong	R140.00
2	Fotokhopi/khopi e hatsitsweng e tshweu le botsho ya leqephe la A4	R2.00 leqephe ka leng kapa karolo ya lona.
3	Khopi e hatsitsweng ya leqephe la A4	R2.00 leqephe ka leng kapa karolo ya lona.
4	Bakeng sa khopi ho foromo e balehang ka khomputa ho:	
	Flash drive (e fanwe ke mokopi)	R40.00
	Compact disc haeba e fanwa ke mokopi	R40.00
	Compact disc haeba e fuwa mokopi	R60.00

Sr. No.	Tlhaloso	Tjhelete
5	Bakeng sa kopollo ya ditshwantsho tsa pono ho leqephe ka leng la A4	Tshebeletso e etswa ka ntle. Ho tla itshetleha ho khoteishene ya Mofani wa Tshebeletso.
6	Khopi ya ditshwantsho tsa pono	Tshebeletso e etswa ka ntle. Ho tla itshetleha ho khoteishene ya Mofani wa Tshebeletso.
7	Kopollo ya rekoto e mamelwang, ho leqephe ka leng la A4	R24.00
8	Khopi ya rekoto e mamelwang ho:	
	Flash drive (e lokela ho fanwa ke mokopi)	R40.00
	Compact disc haeba e fanwa ke mokopi	R40.00
	Compact disc haeba e fuwa mokopi	R60.00
9	Ho batla le ho lokisetsa rekoto bakeng sa pepeso horeng ka nngwe kapa karolong ya hora, ntle le hora ya pele, e hlokwang ka kutlwisiso ka mabaka a patlisiso e kang ena le tokisetso.	R145.00
	Ese fete ditjeo tsohle tsa	R435.00
10	Diphositi: Haeba patlo e feta dihora tse 6	Nngwe borarong ya tjhelete bakeng sa kopo ka nngwe e balwang ho ya ka diaetheme 2 ho isa ho 8.
11	Poso, imeile kapa phetiso efe kapa efe e nngwe ya elektroniki	Ditjeo tsa nnete, ebang di le teng.

14.2 Ditefiso le sebopelo sa tsona di ka fetoha nako le nako. Bakeng sa tlhahisoleseding ya moraora, etela websaete ya Info Regulator ho: <https://info regulator.org.za/information-regulator-paia-manuals/>.

14.3 Moofisiri wa Tlhahisoleseding le/kapa Motlatsi wa Moofisiri wa Tlhahisoleseding ka tjhebo ya hae a ka tshwara rekoto ho fihlela mokopi ka boyena kapa e mong a lefile tefiso e hlokehang.

15. Qeto

15.1 Capitec e tla lekola botjha mme e arabe kopo matsatsing a 30 a ho e fumana le ho e nnetefatsa.

15.2 Ha ho hlokeha, nako ena ya qeo e ka lelefatswa ka matsatsi a mang a 30, hahaooholo haeba ho ena le tlhahisoleseding e ngata haholo, kapa haeba direkoto di hloka ho fumanwa ofising e nngwe. Tabeng tse kang tsena, Capitec e tla tsebisa mokopi ka boyena kapa e monng ka mongolo, e mo fe mabaka a ho atolosa nako kapa qeto.

16. Ho fumaneha ha Bukana ena

16.1 Dikhopi tsa Bukana ena, ho kenyeletswa diphetolelo, le Tokiso di fumaneha ho:

16.1.1 Websaeteng ya Capitec ho: <https://www.capitecbank.co.za/privacy-centre/promotion-of-access-to-information/>.

16.1.2 Dintlokgolo tsohle tsa Capitec bakeng sa ho hlahlojwa ke setjhaba nakong ya dihora tsa kgwebo tse tlwaelehileng.

17. Sehlomathiso sa A: Foromo ya 02: Kopo bakeng sa Phumantsho ya Direkoto [Molawana wa 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		
PARTICULARS OF RECORD REQUESTED			
<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			
TYPE OF RECORD <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			

FORM OF ACCESS <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	

MANNER OF ACCESS <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 <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>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<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 <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: (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. Sehlomathiso sa B: Foromo ya 05: Foromo ya Tletlebo [Molawana wa 10]



**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

COMPLAINT FORM

FORM 5 [Regulation 10]

NOTE:

- 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 or complete online complaint form available at <https://www.justice.gov.za/infoereg/>.
- 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.
- 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.
- 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.
- The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
- Please attach copies of the following documents, if you have them:**
 - Copy of the form to the Body requesting access to records;
 - The Body's response to your complaint or access request;
 - Any other correspondence between you and the Body regarding your request;
 - Copy of the appeal form, if your complaint relate to a public body;
 - The Body's response to your appeal;
 - Any other correspondence between you and the Body regarding your appeal;
 - Documentation authorizing you to act on behalf of another person (if applicable);
 - Court Order or Court documents relevant to your complaint, if any.
- 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"/>

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

Postal address	Facsimile	Other electronic communication (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): Cellular		Facsimile	
PART D BODY AGAINST WHICH THE COMPLAINT IS LODGED				
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): Cellular		Facsimile	
Reference Number given (if any)				
PART E COMPLAINT				
<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.				
PART F DETAILED TYPE OF ACCESS TO RECORDS				
<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)		
PART G EXPECTED OUTCOME		
How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.		
PART H AGREEMENTS		

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