

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 - ISihlomelo A: <https://www.capitecbank.co.za/privacy-centre/promotion-of-access-to-information/>

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

V06

UMhla Eqala Ngawo

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IKomiti yoBumfihlo

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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 kwaye yinkampani yabucala njengoko kuchaziwe kuMthetho woKhuselo lweeNkcukacha zoBuqu wesi-2 ka-2000 (Protection of Personal Information Act No. 2 of 2000) (“PAIA”). 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-PAIA iqalisa ilungelo elikumgaqo-siseko lokufikelela kwiinkcukacha. Ngokwemimiselo yecandelo 51 le-PAIA necandelo 17 leProtection of Personal Information Act 4 of 2013 (POPIA) (uMthetho wokuKhuselwa kweNgcombolo zoBuqu); inkampani yabucala kufuneka iqulunge imanyuwali ebhala phantsi yonke imisebenzi yokusetyenzwa kweenkcukacha ephantsi koxanduva lwayo.
- 1.2 U-Capitec uqulunqe le Manyuwali ye-PAIA kaCapitec ngokuhambelana nemimiselo ye-PAIA ne-POPIA.
- 1.3 Le manyuwali ibhekisa kuCapitec nawo onke amahlakani akhe.

2. Injongo yale Manyuwali yeNkcazelo

Le Manyuwali yenzelwe ukubonelela amagqabantshintshi eentlobo zeerekhodi kunye neenkcukacha zobuqu ezigcinwe nguCapitec kwaye idandalazisa inkqubo yokucela ukufikelela kwezi rekhodi nezi nkcukacha 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 nkcukacha zoqhagamshelwano zingezantsi:

IGama leNkampani yaBucala	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.
IDilesi yePosi	P O Box 12451, Die Boord, Stellenbosch, 7613
IDilesi yeSitalato	5 Neutron Road, Techno Park, Stellenbosch, 7600
Inombolo yeFowuni	(021) 809 5900
I-imeyili ye-PAIA	PAIA@capitecbank.co.za

	Qaphela: Zonke iZicelo ze-PAIA kumele zithunyelwe kule dilesi ye-imeyili.
Iwebhusayithi	https://www.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/>.

Yiya kwiwebhusayithi yakhe	https://info regulator.org.za/
Idilesi yesitalato	The Information Regulator (South Africa) Woodmead North Office Park 54 Maxwell Drive Woodmead Johannesburg 2191
IiNkcukacha zoQhagamshelwano	Umnxeba osimahla: 08000 17 160 Umnxeba waseofisini: 010 023 5200
I-imeyili	enquiries@info regulator.org.za – ukuze ucele esi sikhokelo soMlawuli weeNkcukacha 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 ngefomu efanelekileyo.

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

IiNdidi zeeRekhodi	IiNtlobo zeeRekhodi	Okufumane kayo kwiWebhusayithi	Iyafumaneka xa icelwa (ayicelwa phantsi kwe-PAIA)
Ezokumaketha	Iiflaya zeemveliso I-Global One I-Credit, I-Capitec Connect	√	

IiNdidi zeeRekhodi	IiNtlobo zeeRekhodi	Okufumane kayo kwiWebhus ayithi	Iyafumaneka xa icelwa (ayicelwa phantsi kwe-PAIA)
	I-Save, I-Transact, I-Insurance		
Ezomxumi	Iifomu namaxwebhu lidebhithi oda Iforeign exchange Amaxwebhu e-CSI I-inshorensi yetyala Amaxwebhu esicwangciso sokungcwaba Jikelele Ukuma kakuhle ngokwasemalini Ukuthumela imali Ukubhankisha ngeselfowuni,	√	
	IiFomu namaXwebhu eeBhanki zoShishino (iiFomu Ezahlukileyo zeziCelo zokuVula iiAkhawunti; ukuSonjululwa kweeNkcukacha; iiFomu Ezahlukileyo zokuGqithisa, iiFomu zamaLizo kunye neziQinisekiso; iiFomu zeShoriti; iziVumelwano zeMali-mboleko Ezahlukileyo; iziVumelwano zokuThengisa ngeZitolmente; iiFomu zeziQinisekiso zeInshorensi; iiFomu Ezahlukileyo zokuKhutshwa uButyala; iiDebhithi Oda; imiYalelo Emiyo; iiFomu Ezahlukileyo zoTshintsho lweeNkcukacha zabaXumi) I-FOREX: (uMyalelo Omiyo weShishini likaCapitec; iSibhengezo saNgaphaya kweMida Esiphumayo; iSibhengezo saNgaphaya kweMida kunye noMyalelo woGqithiselo lweMali Oza Ngaphakathi; isiVumelwano soRhwebelano loTshintshiso ngeMali yaNgaphandle; isiVumelwano sokuThenga/sokuThengisela uTshintshiselwano ngeMali kwiXesha Elizayo)		√
	IiFomu zaMafa nee-Esteyithi: ISaziso soKufa; ukuXela iEsteyithi yoFileyo; iiNkcukacha zeNdlalifa yoBuqu; uLuhlu lweMpahla namaXwebhu eMibuzo; iNkqubo yoLawulo		
	IiFomu zeNkxaso yoMthengisi: iFomu yeSicelo soMthengisi; isiVumelwano seeNkonzo zokuThenga uMthengisi; iZiteyitimenti zoMthengisi		
	Umgaqo-nkqubo (iConflict of Interest Management Policy (uMgaqo-nkqubo woLawulo loNgquzulwano lweMfuno) malunga ne-FAIS; iSaziso soBumfihlo)	√	

IiNdidi zeeRekhodi	IiNtlobo zeeRekhodi	Okufumane kayo kwiWebhus ayithi	Iyafumaneka xa icelwa (ayicelwa phantsi kwe-PAIA)
	Isikhokelo (Ngendlela yokwamkela iintlawulo ezivela kumazwe ngamazwe)	√	
Zamaqela Angamanye	IManyuwali ye-PAIA	√	
	ImiMiselo yeNdelela yokuZiphatha kwaBaboneleli	√	
	Uluhlu lwamaQela Angamanye	√	
ZeZomthetho	I-Basic Conditions of Employment Act; iEmployment Equity Act; iFinancial Advisory neIntermediary Services Act; iOccupational Health and Safety Act		√
ZezeMali zeeNkampani	IZiphumo zeZemali eziNgaphicothwanga zikaCapitec Bank Holdings Limited kunye neengxelo zonyaka	√	
Zokukhutshwa kooNondaba	Intlaninge yamaNqaku ooNondaba kaCapitec	√	
ZeCapitec Connect Product	I-End User Charter (uMgaqo-nkqubo waBasebenzisi boQobo, imiMiselo yeNdelela yokuZiphatha	√	
ZeZatifikethi	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 Ezifumanekayo 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 nemigaqo-nkqubo yethu.

7. IiNtlobo zeeRekhodi Ezigciniweyo ngoMbandela ngamnye kaCapitec

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

Imibandela inkampani egcina iirekhodi malunga nayo	Iindidi zeerekhodi
IiRekhodi zaBasebenzi	Iirekhodi zobuqu ezibonelelwa ngabasebenzi okanye ngabo banokuba ngabasebenzi abasisigxina, abazizingxungxo kunye nabamaxsha 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.
Iirekhodi zomxumi	<p>IiNkcukacha zeSazisi soBuqu kunye neeNkcukacha zoQhagamshelwano</p> <ul style="list-style-type: none"> • Iinkcukacha zobuqu (igama, ifani, amagama angaphambili, ubuni, umhla wokuzalwa, umsebenzi awenzayo) • Iinkcukacha zesazisi (inombolo ye-ID yaseMzantsi Afrika, inombolo yepasipoti, inombolo yesazisi serhafu) • Iinkcukacha zoqhagamshelwano (idilesi yasekhaya, eyasemsebenzini, eyeposi neye-imeyili, inombolo zefowuni) • Iinkcukacha zebhayometriki (isazisi esinefoto, iinkcukacha zeefingaprinti, isazisi selizwi) • Iinkcukacha zemvelaphi (ubuni, isimo ngokomtshato, uhlanga, ubuzwe, iinkcukacha zezempilo ukwenzela i-inshorensi) • Iinkcukacha zobuqu zabantwana ezinikezelwe ngabagcini babantwana ukwenzela ukubhankisha, i-inshorensi, iibhasari okanye imfundo yezemali <p>IiNkcukacha zeZemali neeTranzekshini</p> <ul style="list-style-type: none"> • Iinkcukacha zasekhredithi bhiyuro (iinkcukacha ezigcinwe ziikhredithi bhiyuro ezibhalisiweyo) • Iinkcukacha zezemali (iinkcukacha zeakhawunti yebhanki) • Iinkcukacha zemikhwa yeetranzekshini (ukusebenzisana kweemveliso neenkonzolo, amanyathelo awenziweyo) • Iirekhodi ezixhasa izibophelelo zolawulo (iinkcukacha zeetranzekshini, injongo yentlawulo, iinkcukacha zabaxhamli, amaxwebhu esazisi, imisetyenzana erhanelekayo) • Iinkcukacha zeinshorensi yobomi nengeyiyo eyobomi (iziqukatho zepolisi, amabango, iinkcukacha zomxhamli, iipolisi zangaphambili, isiqinisekiso sokufa) • Iinkcukacha zolawulo lweestokfel (igama, ifani, inombolo ye-ID, ukuthatha inxaxheba, uphando lokufaneleka, uhlobo lwe-AML, ukubekwa esweni korhwaphilizo) • Iinkcukacha zengqesho (isimo, umvuzo, iinkcukacha zamabango okuphelelwa ngumsebenzi okanye okukhubazeka) • Imfundo, indlela yokuphila kunye neenkukacha zokuma kakuhle ngokwasemalini (zibonelelwa xa kujoyinwa iMoneyUp Academy)

Imibandela inkampani egcina iirekhodi malunga nayo	Iindidi zeerekhodi
	<p>IiNkcukacha zeAkhawunti yoMsebenzisi nezokuNgqinisisa iSazisi</p> <ul style="list-style-type: none"> • IiNkcukacha zokungena kwiakhawunti (iinkcukacha zokungena kwi-app nakwibhanki eonlayini) • IiNkcukacha zokungqinisisa isazisi (iinkcukacha zebhayometriki, isazisi selizwi, isazisi esinefoto, iinkcukacha zeefingaprinti) <p>IiNkcukacha zeSixhobo nezokuSisebenzisa</p> <ul style="list-style-type: none"> • IiNkcukacha zesixhobo (idilesi ye-IP, imodeli yesixhobo, igama, i-ID, inguqulelo yesistimu esebenzayo, umsebenzi we-NFC, ulungelwaniso lwe-app) • IiNkcukacha zeLog (ixesha/umhla wokusetyenziswa kwenkonzo, iinkcukacha zeenkcukacha-manani eziqokelelwe ngeemveliso zamaqela angamanye ukwenzela iiNkonzo zaBathengisi kunye neCapitec Connect) • Inombolo ye-IMEI (ngeenkonzo zeCapitec Connect ezifana ne-SIM swap, intlawuliso yobunini, isantya sokuyeka kwabathengi, inkxaso yokwamkela abaxumi abavela kwenye inkampani) • IiNkcukacha zendawo okuyo (indawo okuyo eqikelelwayo ngexesha usebenzisa i-app okanye usenza itranezekshini) <p>UNxibelelwano neMbalelwano</p> <ul style="list-style-type: none"> • Iirekhodi zembalelwano (ii-imeyili, iminxeba, iilive chat, imiyalezo eziphumelayo, isoshiyali midiya) • Ezinye iinkcukacha ezibonelelwa ngeefomu, ngophando, ngokhuphiswano okanye ngonxibelelwano ngqo (ngokujongana emehlweni, ngefowuni, ngeimeyili, onlayini, ngelive chat) • IiNkcukacha malunga nentsebenziswano, izikhalazo, impikiswano kunye namabango • Iziqulelo kunye neenkcukacha ezichaza iinkcukacha ezivela kutshintshiselwano lweenkcukacha (ii-imeyili, iivoyisimeyili, iilive chat) <p>IiCookies kunye neTeknoloji Eyeleleneyo</p> <ul style="list-style-type: none"> • Iicookies neeteknoloji eziyeleleneyo (zisetyenziselwa ukuphawula abasebenzisi, ukukhumbula izinto ezikhethwayo, ukukulungiselela iziqulelo, iinkcukacha kuMgaqo-nkqubo weeCookie) <p>IiNkcukacha zoPhando nokuThotyelwa koMthetho</p> <ul style="list-style-type: none"> • IiNkcukacha zophando (uphando lokufaneleka, ubuqhophololo, izohlwayo, uhlobo lwe-AML, iingxelo zezobuntloa zangaphandle) • IiNkcukacha zolwaphulo-mthetho (ukwenza okanye ukutyholwa ngokwenza amatyala, iinkqubo zomthetho ezinxulumene noko)
Iirekhodi zamaqumrhu abucala	Iirekhodi zezemali; Iirekhodi zezemisebenzi; Iidathabheyisi; i-Information Technology (uBuxhakaxhaka beeKhompyutha); Iirekhodi zokumaketha; Imbalelwano yangaphakathi; Iirekhodi zeemveliso; Iirekhodi zemithetho; Imigaqo-nkqubo neNkqubo zaNgaphakathi; Iirekhodi ezinxulumene neSebe likaNondyebo; IiSecurities nee-Equities; Iirekhodi ezigcinwe ngamagosa kaCapitec.
Ezinye iirekhodi	Iirekhodi zabasebenzi, zabaxumi okanye zamaqumrhu abucala ezigcinwe ngamaqela angamanye, endaweni yeerekhodi ezigcinwe

Imibandela inkampani egcina iirekhodi malunga nayo	Iindidi zeerekhodi
	nguCapitec buqu; lirekhodi 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

Abaxumi bangalucela uninzi lwamaxwebhu kunye neerekhodi ezinxulumene nobudlelwane babo noCapitec ngokuthi banikeze ngesazisi esisebenzayo, ngaphandle kokuba ukuveza ezo nkukacha kuyathintelwa okanye akugunyaziswanga. Iirekhodi ezifumanekayo ziquka iileta zokugqityezelwa kwetyala, izicelo zetyala, iinkukacha zeinshorensi, imimiselo nemiqathango, kunye neziteyitimenti zeeakhawunti. Ukuze ucele ezi rekhodi, qhagamshelana neZiko laBaxumi likaCapitec okanye ngokuya ebrantshini. Iinkukacha zoqhagamshelwano: <https://www.capitecbank.co.za/contact-us/>.

9. UkuSetyenzwa kweNkcukacha zoBuqu

- 9.1 Isibhengezo sikaCapitec ngokusetyenzwa kweenkcukacha zobuqu singafunyanwa kwiSaziso soBumfihlo sikaCapitec esifumaneka ngeZiko loBumfihlo likaCapitec: <https://www.capitecbank.co.za/privacy-centre/privacy-notice/>.
- 9.2 Nasiphi na isicelo seenkcukacha esiyinxalenye yomnikazi weengcombolo osebenzisa amalungelo akhe ngokuhambelana ne-POPIA, asisayi kuhlangebezana 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 Ukufikelela kwiirekhodi ezigcinwe nguCapitec kwenzeka kuphela zakube iimfuno zangaphambili zofikelelo ziye zafezekisiwa.
- 10.2 Umceli inganguye nawuphi na umntu owenza isicelo ukwenzela ukufikelela kwiinkukacha ezigcinwe nguCapitec. Kukho iintlobo ezimbini zabaceli: umceli buqu kunye nomnye umceli.
- 10.2.1 Umceli buqu ngumceli ofuna ukufikelela:

- 10.2.1.1 kwiirekhodi zakhe ngokunokwakhe. U-Capitec uya kuzibonelela ngesihle ezi nkukacha ziceliweyo okanye anikeze ufikelelo ngayo nayiphi na irekhodi emayelena neenkukacha zomceli, akube engqinisiswe amagama omceli kwaye kuqinisekiswa ukuba ziyafezekiswa zonke iimfuneko ze-PAIA.
- 10.2.1.2 kuzo zonke ezinye iintlobo zeerekhodi ezikwaCapitec ngokunokwakhe
- 10.2.2 Izicelo Ezenziwa Ngabanye Abaceli
 - 10.2.2.1 Abanye abaceli banegunya lokucela ufikelelo kwiinkukacha ezigcinwe nguCapitec egameni lomnye umntu okanye lelinye iqumrhu elikholelwa ekubeni uneenkukacha zakhe, okanye bangenza oku egameni lelinye iqela elinomdla elinqwenela ukufumana iinkukacha ezigcinwe nguCapitec. Kubalulekile ukwazi ukuba uCapitec akanyanzelekanga ukuba anikeze ngesihle iinkukacha ezifunwa ngala maqela. Endaweni yoko, abanye abaceli kumele bafezekise iimfuno zangaphambili ukwenzela ufikelelo ngokwemimiselo ye-PAIA.
 - 10.2.2.2 Apho ukuveliswa kweenkukacha kufunwa njengenxalenye yesicelo sokufikelela, kuya kubizwa intlawulo emiselweyo ngokuveliswa kweenkukacha. Ukongeza apho le nkqubo ifuna isazisi esichanekileyo kumceli, kulo mntu okanye eli qumrhu kungeniswa isicelo egameni lalo. Ubungqina obusebenzayo bogunyaziso okanye besigunyazisi kumele bungeniswe ngumceli ukubonisa amagunya akhe nawuphi na umceli owenza isicelo egameni lomntu okanye lequmrhu.
 - 10.2.2.3 U-Capitec uya kubonelela kuphela ngeerekhodi eziceliweyo komnye umceli kwakungqinisiswa ngempumelelo ugunyaziso okanye isigunyazisi kwaye kufunyanwe imvume kumnini-ngcombolo wezi nkukacha ongumntu okanye oliqumrhu.

11. INkqubo yeSicelo

- 11.1 Umceli ubuqu okanye ongomnye kumele athobele zonke iimfuno zangaphambili eziqulathwe kwi-PAIA ezinxulumene nesicelo sokufikelela kwiirekhodi.
- 11.2 Umceli ubuqu okanye ongomnye kumele agcwalise ifomu emiselweyo (uFomu 02) njengoko ifumaneka kwiwebhusayithi yoMlawuli weeNkukacha (<https://info regulator.org.za/paia-forms/>) ngaphambi kokuba isicelo se-PAIA singqinisiswe. Zonke ezinye iinguqulelo zale fomu ziya kukhatywa.
- 11.3 Ifomu egcwalisiweyo kwakunye nokuhlululwa kwentlawulo yesicelo kunye nedipozithi, ukuba kufanelekile, kumele zithunyelwe kwiGosa leeNkukacha kule dilesi yeposi okanye yesitalato okanye kwi-imeyili ku-PAIA@capitecbank.co.za.
- 11.4 Le fomu imiselweyo (uFomu 2) kumele igcwaliswe ngeenkukacha ezaneleyo kunye namaxwebhu asebenzayo ezomthetho nawesazisi, kuquka:
 - 11.4.1 Ukuchaza ngokunatyiswe ngokwaneleyo irekhodi okanye iirekhodi ezicelwayo. Izicelo ezinengcaciso engacacanga, ezingumzekelo, ezinamaxwebhu angachazwanga okanye izicelo ze-PAIA ezingazifezekisiyo iimfuno zokuba zingathathwa njengesicelo esisebenzayo, azisayi kusetyenzwa kwaye ziya kuthathwa njengezingasebenziyo zakufunyanwa.
 - 11.4.2 Iikopi zamaxwebhu esazisi ezigunyazisiweyo zomceli ubuqu okanye ongomnye kumele zinikezwe, kwaye ezi kopi akufanelanga zibe ndala kuneenyanga ezintathu.

Ukuba “umceli ongomnye” ungenisa isicelo egameni lomntu okanye lequmrhu, okanye iqela elinomdla, kufuneka ikopi yesazisi egunyazisiweyo yalo mntu okanye yeli qumrhu, okanye yeli qela linomdla lifanelekileyo, kwaye le kopi ibe nomhla ongadlulanga kwezi nyanga zintathu zidlulileyo. Jonga kwicandelo 11.9 nakumacandelwana akhe ngeenkukacha ezingakumbi mayelana nobungqina bogunyaziso.

- 11.4.3 Chaza iintlobo zeerekhodi ezifunwayo, ifomathi yofikelelo olunqwenelwayo kunye nendlela yokubonelelwa kwazo.
- 11.4.4 Idilesi yeposi okanye idilesi yeimeyili yomceli ubuqu okanye ongomnye.
- 11.5 Umceli ubuqu okanye ongomnye kumele achaze eli lungelo anqwenela ukulisebenzisa okanye ukulikhusela kwaye acacise ukuba kutheni ezi nkukacha zifuneka ngaloo njongo.
- 11.6 U-Capitec uza kusebenza isicelo kungadlulanga iintsuku ezingama-30 emva kokungqinisisa umceli ubuqu okanye ongomnye, um(aba)celi ongumntu okanye oliqumrhu, kunye/okanye iqela elinomdla, nokuqinisekisa zonke iimfuno zangaphambili. Ukuba izizathu ezikhethekileyo ezinikeziweyo zifanele amaxesha awohlukileyo, iGosa leeNkcukacha lingawalungisa amaxesha okusetyenzwa kwesicelo njengoko kufuneka.
- 11.7 Apho ezi nkukacha zicelwayo zibhekisa emntwini okanye kwiqumrhu, uCapitec uya kuqalisa uqhagamshelwano nalo mntu okanye neli qumrhu esebenzisa le nombolo yoqhagamshelwano ingqinisisiweyo ibhaliweyo kwiirekhodi zikaCapitec. Ngexesha lale nkqubo, uCapitec uya kuwaveza amagama omceli ubuqu okanye ongomnye kwiklayenti aze acele ngokusesikweni imvume yokukhupha ezi nkukacha zakhe azinike umceli ubuqu okanye ongomnye.
- 11.8 Umceli ubuqu okanye ongomnye uya kwaziswa ngokungqinisiswa kwesicelo sakhe kwanokuba ingaba ufikelelo luvunyiwe okanye lukhatyiwe kusini na. Ukuba umceli ubuqu okanye ongomnye ufuna izizathu zesi sigqibo, kufunwa ukuba achaze indlela kunye neenkukacha ekumele zibonelelwe ngayo ezi nkukacha.
- 11.9 Ukuba isicelo senziwa ‘ngumceli ongomnye’ egameni lomntu okanye lequmrhu, okanye leqela elinomdla, umceli ongomnye kufunwa abonelele ubungqina obanelisayo besikhundla okanye bogunyaziso kwiGosa leeNkcukacha. Obu bungqina besikhundla okanye bogunyaziso kumele bungeniswe ngendlela yeGunya Elikhethekileyo leGqwetha leNkundla ePhakamileyo okanye ngolunye uxwebhu olusemthethweni olufanelekileyo oluhambelana nezi meko. Ukuba kubonelelwa ngeGunya Elikhethekileyo leGqwetha leNkundla ePhakamileyo njengobungqina, kumele libonise ngokucacileyo ezi zinto zilandelayo:
 - 11.9.1 Linikeze ngokucacileyo kulo mceli ungomnye igunya lokusebenzisa amalungelo phantsi kwe-PAIA egameni lalo mntu okanye leli qumrhu, okanye leli qela linomdla, kwaye lichaze zombini ixesha lokuqalisa kunye nobude bexesha lala magunya kweli xesha lichaziweyo.
 - 11.9.2 Libonise ukuba umceli ongomnye uye wanikwa ugunyaziso olufanelekileyo ukuba acele ufikelelo nokufumana iinkukacha ezingqalileyo ezifunwayo kusetyenziswa i-PAIA.
 - 11.9.3 Libe limisela unxibelelwano olucacileyo phakathi kwamagunya okanye kogunyaziso olunikeziweyo kunye nelungelo lokufikelela kwiinkukacha phantsi kwe-PAIA.

- 11.10 Umceli ubuqu okanye ongomnye kumele ahlawule le ntlawulo imiselweyo ngaphambi kokuba isicelo sisetyenzwe, ukuba iyafuneka.

12. IZizathu zoKwalelwa koFikelelo kwiiRekhodi

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

- 12.1 Ukhuselelo olunyanzelekileyo lweemfihlelo zeqela elilelinye elingumntu, onokuveza ngokungafanelekanga iinkcukacha zobuqu zomntu.
- 12.2 Ukhuselelo olunyanzelekileyo lweenkcukacha zoshishino zeqela elilelinye, 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 elilelinye kuCapitec, ukuba ukuvezwa kwezi nkcukacha kungabeka eli qela lilelinye esichengeni kuthethathethwano okanye kukhuphiswano loshishino.
- 12.3 Ukhuselelo olunyanzelekileyo lweenkcukacha eziyimfihlelo zamaqela angamanye ukuba zikhuselwe ngokwemimiselo yaso nasiphi na isivumelwano.
- 12.4 Ukhuselelo 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 yekhompuyutha kaCapitec, nekhuselewe 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.
- 12.7 ICandelo 7 le-PAIA liyabonelela kwiimeko ezithile apho i-PAIA ingasebenziyo kwisicelo sokufikelela kwi(ii)rekhodi. Ezi zibonelelo ziquka:
 - 12.7.1 Iirekhodi ezicelwe ngeenjongo zeenkqubo zasenkundleni zolwaphulo-mthetho okanye zokudliwa;
 - 12.7.2 Izicelo ezenziwa emva kokuba iinkqubo zolwaphulo-mthetho okanye ezokudliwa enkundleni sele ziqaliwe, leyo yenzekileyo; kwaye
 - 12.7.3 Ukuba kunokwenzeka kube kanti ukufikelela kwiirekhodi ezinjalo kulawulwa ngeminye imithetho esebenzisekayo, kube kungalawulwa ngamagatya alo Mthetho.

13. IiNdlela zoKwenza iziBheno Ezifumanekayo ngoKwalelwa kweSicelo seeNkcukacha

13.1 Iindlela zokwenza isibheno zangaphakathi

13.1.1 Umceli ubuqu okanye ongomnye onesicelo se-PAIA esithe sakhatywa, angenza isicelo soqwalaselo lwangaphakathi ngembalelwano kuSekela-gosa weeNkcukacha (i-DIO) wakwaCapitec ku-paia@capitecbank.co.za. Izicelo zoqwalaselo lwangaphakathi kumele zifakwe kwiintsuku ezingama-60 emva kokukhatywa kokugqibela.

13.1.2 I-DIO, engathathi inxaxheba kukuphathwa kwesiqhelo kwezicelo ze-PAIA, iya kuqhuba uqwalaselo olupheleleyo lwesi sigqibo sokuqala ize ijongisise naziphi na iinkcukacha ezisikhaphayo ezinikeziweyo. Ukuqinisekisa ukungakhethi cala nokujonga izizathu kuphela, i-DIO ebiqwalasela isicelo sokuqala se-PAIA nethe yaphendula esi sicelo ayisayi kubandakanywa ekumiseleni isiphumo sesi sicelo siqwalaselwayo.

13.1.3 Emva kokufumana uqwalaselo lwangaphakathi, i-DIO iya kuphinda isihlole isigqibo kwaye iqwalasele iinkcukacha ezintsha ezingenisiweyo. I-DIO iya kuthi emva koko yenze isigqibo malunga nofikelelo kwezi nkcukacha zicelwayo. Ukuqinisekisa ukungakhethi cala, enye i-DIO iya kuthi iqhube uqwalaselo lwesibini ngaphambi kwesigqibo sokugqibela. Le DIO iqwalaselayo isayina impendulo esesikweni, kwaye zonke izinto ezivunyiweyo zibhalwa phantsi ukwenzela uphicotho-ncwadi kunye nokuthotyelwa komthetho.

13.1.4 Impendulo iya kukhutshwa kwiintsuku ezili-15 zoshishino emva kokufunyanwa kwesicelo soqwalaselo.

13.2 Iindlela zokwenza isibheno zangaphandle

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

13.2.1 Afake isibheno kuMlawuli weeNkcukacha ngokugcwalisa iFomu 5 eyalelweyo ye-PAIA efumaneka kwiwebhusayithi yoMlawuli kwaye ayithumele ku-PAIAComplaints@info regulator.org.za.

13.2.2 Afake isicelo kwiNkundla kaMantyi enegunya ngeenjongo ze-PAIA, nje ukuba zonke iindlela zokwenza isibheno zangaphandle zisetyenzisiwe.

14. IiNtlawulo

14.1 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	Ngekopi eluhlobo olufundeka ngekhompyutha:	
	Ekwiflash drive (kumele ibonelelwe ngumceli)	R40.00
	Ekwicompact disc ukuba ibonelelwe ngumceli	R40.00
	Ekwicompact disc ukuba ibonelelwe umceli	R60.00
5	Ngokukhutshelwa imifanekiso ngephepha ngalinye eliyi-A4	Ezi nkondo ziza kugqithiselwa komnye umboneleli. Ziza kuxhomekeka kwikowuteyishini evela kuMboneleli weeNkondo.
6	Ikopi yemifanekiso	Ezi nkondo ziza kugqithiselwa komnye umboneleli. Iza kuxhomekeka kwikowuteyishini evela kuMboneleli weeNkondo.
7	Ukukhutshelwa kwerekhodi emanyelwayo, ngephepha ngalinye eliyi-A4	R24.00
8	Ikopi yerekhodi emanyelwayo:	
	Ekwiflash drive (kumele ibonelelwe ngumceli)	R40.00
	Ekwicompact disc ukuba ibonelelwe ngumceli	R40.00
	Ekwicompact disc ukuba ibonelelwe umceli	R60.00
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	Isinye esithathwini semali ngokwesicelo esibalwe ngokwemimiselo yezinto eziku-2 no-8
11	Iposi, i-imeyili okanye nakuphi na okunye ukugqithiselwa ngekhompyutha	Uqobo lweendleko, ukuba zikhona.

14.2 Intlawulo kunye nokumiswa kwazo zisenokutshintsha kumaxesha ngamaxesha. Ngenkcazelo yamva nje yiya kwiwebhusayithi yoMlawuli weeNkcukacha: <https://info regulator.org.za/information-regulator-paia-manuals/>.

- 14.3 IGosa leeNkcukacha kunye / okanye uSekela-gosa weeNkcukacha usenakho ngokokubona kwakhe, ukuzibamba iirekhodi de umceli ubuqu okanye ongomnye abe uzihlawule iintlawulo ezifunekayo.

15. IsiGqibo

- 15.1 U-Capitec uza kuqwalasela kwaye aphendule kwisicelo kungadlulanga iintsuku ezingama-30 emva kokusifumana nokusingqinisisa ngempumelelo.
- 15.2 Ukuba kukho imfuneko, eli xesha lesigqibo lingandiswa ngeentsuku ezingama-30 ezongezelelweyo, ingakumbi ukuba kukho umlinganiselo omkhulu weenkcukacha okanye weerekhodi ekufanele zifunyanwe kwenye iofisi. Kwiimeko ezinjalo, uCapitec uya kwazisa umceli ubuqu okanye ongomnye ngembalelwano, anike izizathu zako nakuphi na ukwandiswa kwexesha okanye isigqibo.

16. UkuFumaneka kweManyuwali

Ikopi zale Manyuwali kuquka iinguqulelo zolwimi kunye neZihlomelo, ziyafumaneka:

- 16.1 Kwiwebhusayithi kaCapitec ngokusebenzisa: <https://www.capitecbank.co.za/privacy-centre/promotion-of-access-to-information/>.
- 16.2 Kuzo zonke iiOfisi Eziphezulu zikaCapitec ukwenzela ukuhlolwa nguwonke-wonke ngexesha loshishino eliqhelekileyo.

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		
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. 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

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/inforg/>.
- 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):		Facsimile	
	Cellular			
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):		Facsimile	
	Cellular			
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