

Capitec PAIA Manual



Purpose

To provide an outline of the types of records and the personal information held by Capitec and set out the procedure to request access to these records and personal information.

Read along with this content

PAIA Guidelines: <https://inforegulator.org.za/paia-guidelines/>

PAIA Forms: <https://inforegulator.org.za/paia-forms/>

Capitec PAIA Manual - Addendum A:
<https://www.capitecbank.co.za/privacy-centre/promotion-of-access-to-information/>

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

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

Data Subject Servicing Forms:
<https://www.capitecbank.co.za/privacy-centre/data-subject-servicing/>

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Document Adherence

All employees, Data Subjects, and Interested Parties

Committee to Approve

Data Privacy Working Group
Data Governance Committee

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1. Introduction

- 1.1 Capitec Bank Holdings Limited (“Capitec”) is a public company listed on the Johannesburg Stock Exchange. Capitec is committed to the Constitution of the Republic of South Africa (“Constitution”) and strives to ensure that the rights of all enshrined in the Bill of Rights are protected and respected. Section 32 of the Constitution affords everyone the right to access any information that is held by another person and is required for the protection or exercise of any rights. The Promotion of Access to Information Act 2 of 2000 (PAIA) gives effect to the constitutional right to access to information. In terms of section 51 of PAIA and section 17 of the Protection of Personal Information Act 4 of 2013 (POPIA); a private body is required to compile a manual documenting all processing operations under its responsibility.
- 1.2 Capitec is a private body as defined in PAIA and has compiled this Capitec PAIA Manual in compliance with the requirements of PAIA and POPIA. This manual is intended to foster a culture of transparency and accountability, in support of and to promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.
- 1.3 This manual applies to Capitec and all its affiliates.

2. Purpose of this Information Manual

This Manual provides an outline of the types of records and personal information held by Capitec and sets out the procedure to request access to these records and personal information, the requirements to meet such requests, as well as the grounds for refusal or partial refusal of such request by Capitec.

3. Contact Details

All requests for access to records in terms of PAIA must be in writing and must be addressed to the contact details below:

3.1 The Information Officer and Deputy Information Officers

The Information Officer and Deputy Information Officers may be contacted at the details below.

Postal Address	P O Box 12451, Die Boord, Stellenbosch, 7613
Physical Address	5 Neutron Road, Techno Park, Stellenbosch, 7600
Telephone Number	(021) 809 5900
Fax	(021) 880 1130
E-mail	InformationOfficer@capitecbank.co.za
Website	https://www.capitecbank.co.za/

3.2 General Information

Name of Private Body	Capitec Bank Limited
Postal Address	P O Box 12451, Die Boord, Stellenbosch, 7613
Physical Address	5 Neutron Road, Techno Park, Stellenbosch, 7600
Tel	(021) 809 5900
Fax	(021) 880 1130
E-mail	InformationOfficer@capitecbank.co.za

4. The Information Regulator’s Guidance on PAIA Usage

The Information Regulator has compiled a **PAIA Guide** as per Section 10 of PAIA to assist with the understanding and how to exercise your rights under PAIA. A copy of the Guide in all official languages can be obtained from the Information Regulator <https://info regulator.org.za/paia-guidelines/>.

Visit their website	https://info regulator.org.za/
Postal address	P.O Box 31533, Braamfontein, Johannesburg, 2017
Physical address	The Information Regulator (South Africa) JD House 27 Stiemens Street Braamfontein Johannesburg 2001
Phone number	010 023 5200
Email	enquiries@info regulator.org.za - to request the guide PAIAComplaints@info regulator.org.za - should your PAIA request be denied or there is no response from Capitec for access to records you may use this email address to lodge a complaint.

5. Categories of Records of Capitec which are Publicly Available or can be Requested Outside of PAIA

Category of records	Types of the Record	Available on Website	Available upon request (not under PAIA)
Marketing	Product flyers (global one, credit, save, transact, insurance, transactional fees flyers; Financial Education Articles)	√	

Category of records	Types of the Record	Available on Website	Available upon request (not under PAIA)
Client	Forms and documents (debit orders, foreign exchange, CSI documents, various credit insurance claims documents, funeral plan documents, general, financial health, send cash, mobile banking, FOREX: once off Integrated Balance of Payment form & Standing Instruction and Indemnity Form; Exchange Control Application Form; Exchange Control Fee Brochure)	√	
	Business Bank Forms and Documents (Various Account Opening Application Forms; Entity Resolutions; Various Cession, Pledge and Guarantee Forms; Suretyship Forms; Various Loan Agreements; Instalment Sale Agreement; Insurance Confirmation Form; Various Indemnity Forms; Debit Orders; Standing Orders; Various Client Information Change Forms) FOREX: (Standing Instruction Capitec Business; Cross Boarder Declaration Outward; Cross Boarder Declaration and Funds Transfer Instruction Inward; Foreign Exchange Trading Agreement; Contract to Buy/Sell		√

Category of records	Types of the Record	Available on Website	Available upon request (not under PAIA)
	Froward Exchange)		
	Will and Estate Late Forms: Death Notice; Reporting of Deceased Estate; Personal Heir Information; Inventory and Questionnaire; Administrative Procedure	√	
	Merchant Services Forms: Merchant Application Form; Merchant Acquiring Services Agreement; Merchant Statements		√
	Policy (Conflict of Interest Management Policy re FAIS; Privacy Notice)	√	
	Guideline (On how to receive international payments)	√	
Third Parties	PAIA Manual	√	
	Supplier Code of Conduct	√	
	List of Third Parties	√	
Legislative	Basic Conditions of Employment Act; Employment Equity Act; Financial Advisory and Intermediary Services Act; Occupational Health and Safety Act		√
Corporate Financial	Capitec Bank Holdings Limited Unaudited Financial Results along with annual reports	√	

Category of records	Types of the Record	Available on Website	Available upon request (not under PAIA)
Media Releases	Various Capitec Media Articles	√	
Capitec Connect Product	End User Charter, Code of Conduct	√	
Certificates	NCR Credit Provider Registration Certificate; Financial Service Provider Registration Certificate (FSB); Occupancy certificate		√

6. Records Available in Accordance with any other Legislation

A description of the records of Capitec which are available in accordance with other legislation, is annexed hereto marked PAIA Manual - Addendum A. These categories of records are not exhaustive and are subject to change. If you ask for access to these records, we do not automatically grant your request, but we will evaluate it in accordance with the provisions of PAIA, any other legal requirements and our policies.

7. Types of Records held per Capitec Subject

The table provided below indicates the Subjects on which the body holds records & Categories of records for Capitec.

Subjects on which the body holds records	Categories of records
Employee Records	Personal records provided by permanent, temporary, and part-time employees or prospective employees, contractors; Records provided by a third party relating to employees; Conditions of employment and other personnel-related contractual and quasi-legal records; Internal evaluation records and other internal records; Correspondence relating to employees; Training schedules and material.
Client records	Personal Information: This includes details about Capitec clients, such as name, date of birth, address, contact information, identification numbers (like a South African ID number or passport number), marital status, and occupation. Financial Information: Details about Capitec clients' financial status, including income, assets, liabilities, credit history, account balances, transaction history, and creditworthiness.

Subjects on which the body holds records	Categories of records
	<p>Transactional Information: Records of our clients' banking activities, such as deposits, withdrawals, transfers, payments, and other transactions made through their accounts.</p> <p>KYC (Know Your Customer) Information: Additional documentation or verification data required by banks to comply with regulatory standards, such as proof of identity, proof of address, and other supporting documents.</p> <p>Risk Profile Information: This involves assessments made by Capitec regarding the client's risk level based on their financial behaviour, credit history, and other factors. This information helps Capitec determine the level of risk associated with providing services or financial products to a particular client.</p> <p>Communication and Interaction Records: Any correspondence, inquiries, complaints, or communications between Capitec and the client, including emails, phone calls, or in-person meetings.</p>
<p>Private body records</p>	<p>Financial records; Operational records; Databases; Information Technology; Marketing records; Internal correspondence; Product records; Statutory records; Internal Policies and Procedures; Treasury-related records; Securities and Equities; Records held by officials of Capitec.</p>
<p>Other records</p>	<p>Personnel, client, or private body records which are held by another party, as opposed to the records held by Capitec itself; Records held by Capitec pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers. Capitec may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to Capitec.</p>

8. Categories of Records Automatically Available

All records related to a client's own relationship with Capitec are automatically available to the client or Requester in their own capacity, without having to request these records in terms of PAIA, on receipt of positive proof of identification and verification from the Requester. These records include, amongst others, settlement letters, granting of credit (including account applications), insurance products held, terms and conditions, and statements of accounts or banking statements. These records may be requested by contacting Capitec Client Care or visiting a Capitec Branch. Details of contact can be found on: <https://www.capitecbank.co.za/contact-us/>.

9. Processing of Personal Information

Capitec's declaration on the processing of personal information can be found in Capitec's Privacy Notice available through the Capitec Privacy Centre:
<https://www.capitecbank.co.za/privacy-centre/privacy-notice/>

Any request for information that forms part of a data subject exercising their rights in accordance with POPIA, will not be dealt with in accordance with PAIA. Refer to <https://www.capitecbank.co.za/privacy-centre/data-subject-servicing/> to log such a request.

10. Access to Records held by Capitec

- 10.1 Records held by Capitec may be accessed by requests only once the prerequisite requirements for access have been met.
- 10.2 A requester is any person making a request for access to information which Capitec is in possession of. There are two types of requesters: a personal requester and other requester.
 - 10.2.1 A personal requester is a requester who is seeking access to their own records and in their own capacity. Capitec will voluntarily provide the requested information or give access to any record with regard to the requester's information, on successful verification of the requester and according to the correct process, e.g., PAIA vs POPIA vs records automatically available.
 - 10.2.2 Other requesters are entitled to request access to information on third parties. Capitec is not obliged to voluntarily grant access. The requester must fulfil the prerequisite requirements for access in terms of PAIA. The prescribed fee for reproduction of the information requested will be charged, if required. The correct identification and proof of capacity is required. Capitec will only provide records to the requester in this regard on successful verification and consent obtained from the data subject to whom the information belongs.

11. Request Procedure

- 11.1 The requester must comply with all the procedural requirements contained in PAIA relating to the request for access to a record.
- 11.2 The requester must complete the prescribed form (Form 02) as found on the Information Regulator's website (<https://inforegulator.org.za/paia-forms/>) before the PAIA request can be logged. All other versions of the form will be denied.
- 11.3 The completed form as well as payment of the request fee and a deposit, if applicable, must be sent to the Information Officer at the postal or physical address, fax number or electronic mail as provided in section 3 within this document.
- 11.4 The prescribed form (Form 02) must be filled in with enough particularity and the valid supporting legal and identity documents to at least enable the Information Officer to identify:
 - 11.4.1 The record or records requested.

- 11.4.2 The identity of the requester.
- 11.4.3 Where an agent is lodging the request on behalf of a data subject, the agent's identity documents, and proof of capacity (e.g., power of attorney or any other contracting document).
- 11.4.4 Which form of access is required if the request is granted.
- 11.4.5 The postal address or fax number of the requester.
- 11.5 The requester must state that he/she require the information in order to exercise or protect a right, and clearly state what the nature of the right is to be exercised or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.
- 11.6 Capitec will process the request within 30 days on successful verification of requester or third party, unless the requester has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time periods cannot be complied with.
- 11.7 The requester will be informed whether access is granted or denied. If, in addition, the requester requires the reasons for the decision, the requester must state the manner and the particulars so required.
- 11.8 If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.
- 11.9 If a requester is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally through Capitec Client Care, who may complete the form on the Requester's behalf whereafter a copy of the completed form will be provided to the Requester.
- 11.10 The requester must pay the prescribed fee before any processing can take place, if required.

12. Grounds for refusal of access to records

PAIA chapter 4 provides circumstances under which a request for access to records may / must be refused by Capitec, including:

- 12.1 Mandatory protection of the privacy of a third party who is a natural person, who would involve the unreasonable disclosure of personal information of that natural person
- 12.2 Mandatory protection of the commercial information of a third party, if the record contains:
 - 12.2.1 trade secrets of that third party.
 - 12.2.2 financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party.
 - 12.2.3 information disclosed in confidence by a third party to Capitec if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
- 12.3 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.

- 12.4 Mandatory protection of the safety of individuals and the protection of property.
- 12.5 Mandatory protection of records which would be regarded as privileged in legal proceedings.
- 12.6 The commercial activities of Capitec, which may include:
 - 12.6.1 trade secrets of Capitec.
 - 12.6.2 financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of Capitec.
 - 12.6.3 Information which, if disclosed could put Capitec at a disadvantage in negotiations or commercial competition.
 - 12.6.4 a computer program which is owned by Capitec, and which is protected by copyright.
 - 12.6.5 The research information of Capitec or a third party, if its disclosure would disclose the identity of Capitec, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

13. Remedies Available on Refusal of Request for Information

13.1 Internal remedies

A requester whose PAIA request for access to information has been refused may lodge an internal appeal to Capitec. Internal appeals must be submitted in writing to the Compliance Department via email to Compliance@capitecbank.co.za. An internal appeal must be lodged within 60 days after the request was declined. The Compliance Department will investigate the reason for refusal and review the decision made by the Information Officer. The Compliance Department has 15 business days within which to investigate the appeal. A response will be provided to the appellant within the 15-business day period.

A requester that is dissatisfied with the refusal to provide information at the appeal stage, will have to exercise such external remedies at their disposal and will account to all associated costs.

13.2 External remedies

A requester that is dissatisfied with the Information Officer's refusal to disclose information, may within 30 days of notification of the decision, make use of the following mechanism:

- 13.2.1 Lodge a complaint with the Information Regulator by completing the prescribed PAIA Form 5 from the Information Regulator's website and send it to PAIAComplaints@info regulator.org.za.
- 13.2.2 Apply to a Court with jurisdiction for relief, for the purposes of PAIA.

14. Fees

The fees & the structure of the fees in Respect of Private Bodies is mentioned in the table below.

Sr. No.	Description	Amount
1	The request fee payable by every requester	R140.00
2	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3	Printed copy of A4-size page	R2.00 per page or part thereof.
4	For a copy in a computer-readable form on:	
	Flash drive (to be provided by requester)	R40
	Compact disc if provided by requester	R40
	Compact disc if provided to the requester	R60
5	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6	Copy of visual images	Service to be outsourced. Will depend on quotation from Service provider.
7	Transcription of an audio record, per A4-size page	R24.00
8	Copy of an audio record on:	
	Flash drive (to be provided by requester)	R40
	Compact disc if provided by requester	R40
	Compact disc if provided to the requester	R60
9	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation	R145.00
	To not exceed a total cost of	R435.00
10	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11	Postage, e-mail, or any other electronic transfer	Actual expense, if any.

14.1 Please note the fees and the structure of the fees may change time to time and the latest information in that regard can be found at the Info Regulator's website via: <https://inforegulator.org.za/information-regulator-paia-manuals/>.

- 14.2 The Information Officer and / or Deputy Information Officer may on their discretion withhold a record until the requester has paid the required fees.

15. **Decision**

- 15.1 Capitec will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons, if required.
- 15.2 The 30-day period within which Capitec must decide whether to grant or refuse the request, may be extended for a further period not exceeding another 30 days. If the request is for vast amounts of information, or the request requires a search for information held at another office of Capitec and the information cannot reasonably be obtained within the original 30-day period, Capitec will notify the requester in writing should an extension be required.

16. **Availability of the Manual**

- 16.1 A copy of the Manual is available- on:
- 16.1.1 Capitec's website via: <https://www.capitecbank.co.za/privacy-centre/promotion-of-access-to-information/>.
- 16.1.2 Head Office of Capitec for public inspection during normal business hours.
- 16.2 This manual can be provided in an alternative official South African language upon request.

17. **Appendix A: Form 02: Request for Access to Record
 [Regulation 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 <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<p><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></p>			
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. Appendix B: Form 05: Complaint Form [Regulation 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:

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

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT

(Mark with an "X")

- Complainant Personally
- Representative of Complainant
- Third Party

PREREQUISITES

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

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