

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

V04

Mohla wa Tshebetso

15 Tshitwe 2023

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Boikamahanyo ba Tokomane

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

Komiti bakeng sa ho Ananela

Data Governance Working Group

Data Governance Committee

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.

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1. Selelekela

- 1.1 Capitec Bank Holdings Limited (“Capitec”) ke khampani ya setjhaba e lenaneng la Johannesburg Stock Exchange. 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 hlomphe. 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. Molao wa Phahamiso ya Phihlelo ya Tlhahisoleseding wa 2 wa 2000 (PAIA) o 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 ke mokgatlo wa poraevete jwalokaha ho hlalositse ho PAIA mme e bokelletse le ho ngola Bukana ena ya tshebediso ya PAIA ya Capitec ka ho ikamahanya le ditlhoko tsa PAIA le POPIA. Bukana ena e etseditswe ho kgothaletsa moetlo wa ho bonaletsa le ho jara boikarabelo, ka tshetso ya le ho phahamisa setjhaba seo ho sona batho ba Afrika Borwa ba nang le phihlelo e sebetsang ya tlhahisoleseding ho ba kgontsha ho sebedisa le ho sireletsa ditokelo tsa bona.
- 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 hlalosa 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:

3.1 Moofisiri wa Tlhahisoleseding le Baofisiri ba Tlatsetso ba Tlhahisoleseding

Moofisiri wa Tlhahisoleding le Baofisiri ba Tlatsetso ba Tlhahisoleseding ba ka tsebiswa dintlheng tse ka tlase mona.

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

Fekse	(021) 880 1130
Imeile	InformationOfficer@capitecbank.co.za
Websaete	https://www.capitecbank.co.za/

3.2 Tlhahisoleseding ya Kakaretso

Lebitso la Mokgatlo wa Poraevete	Capitec Bank Holdings Limited
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
Fekse	(021) 880 1130
Imeile	InformationOfficer@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://inforegulator.org.za/paia-guidelines/>).

Etela websaete ya bona	https://inforegulator.org.za/
Aterese ya Poso	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Aterese ya Bodulo	The Information Regulator (South Africa) JD House 27 Stiemens Street Braamfontein Johannesburg 2001
Nomoro ya Mohala	010 023 5200
Imeile	enquiries@inforegulator.org.za – ho kopa tataiso ena PAIAComplaints@inforegulator.org.za – ebang kopo ya hao ya PAIA e hannwe kapa ho se na karabo ho tswa ho Capitec bakeng sa phihlello ya direkoto o ka sebedisa aterese ena ya imeile ho hlahlela tletlebo.

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

Mokgahlelo wa direkoto	Mefuta ya Direkoto	Di fumaneha Websaeteng	Di a fumaneha ha di kotjwa (e seng ka tlasa PAIA)
Tsa Mebaraka	Ditlankana tsa dihlahiswa (tsa lefatshe, sekoloto, boloka, etsa thransekshene, inshoreense, ditlankana tsa ditefello tsa thransekshene; Dingolwa tsa Thuto ya tsa Ditjhelete)	√	
Tlelaente	Diforomo le ditokomane (didebiti otara, phapanyetsano ya matjhaba, ditokomane tsa CSI, ditokomane tsa ditoleime tse fapaneng tsa inshoreense ya sekoloto, ditokomane tsa morero wa tsa lepato, kakaretso, bophelo bo botle ba tsa ditjhelete, romela tjhelete, ho banka ka founo, FOREX: foromo ya Tefo ya nako e le nngwe ya Balanse e Hokantsweng le Foromo ya Taelo e Emeng le ya Boitshireletso; Foromo ya Kopo ya Taolo ya Phapanyetsano; Bukana ya Tefello ya Taolo ya Phapanyetsano)	√	
	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 Shoritshipi; Ditumellano tse Fapaneng tsa Kadimo; Tumellano ya Thekiso ka Ditolemente; Foromo ya Nnetefatso ya Inshoreense; Diforomo tse Fapaneng tsa Boitokollo; Didebiti Otara; Diotara 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	√	

Mokgahlelo wa direkoto	Mefuta ya Direkoto	Di fumaneha Websaeteng	Di a fumaneha ha di kotjwa (e seng ka tlasa PAIA)
	Diforomo tsa Tshebeletso ya Mohwebisi: Foromo ya Kopo ya Mohwebisi; Tumellano ya Ditshebeletso tse Hloakang 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	√	
	Lenane la Mekga ya Boraro	√	
Tsa Molao	Molao wa Maemo a Motheo a Khirong; 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 hlalositse 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 hlaloba 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 tshwerweng direkoto tsa tsona le Mekgahlelo ya direkoto bakeng sa Capitec.

Ditaba tseo khampani e tshwarang direkoto tsa tsona	Mekgahlelo ya direkoto
Direkoto tsa Mosebetsi	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.
Direkoto tsa Tlelaente	<p>Tlhahisoleseding ya Botho: Yona e kenyeletsa dintlha tse mabapi le ditlelaente tsa Capitec, tse kang lebitso, letsatsi la tswalo, aterese, dintlha tsa boikopanyo, dinomoro tsa boitsebiso (jwaloka nomoro ya ID ya Afrika Boarwa kapa ya pasepoto), boemo ba lenyalo, le mosebetsi.</p> <p>Tlhahisoleseding ya Ditjhelete: Dintlha tse mabapi le boemo ba ditjhelee ba ditlelaente tsa Capitec, ho kenyeletswa lekeno, thepa, tse lefellowang, nalane ya dikoloto, dibalanse tse diakhaonteng, nalane ya diphapanyetsano, le tshwaneleho ya ho fuwa sekoloto.</p> <p>Tlhahisoleseding ya Diphapanyetsano: Direkoto tsa diketso tsa bankeng tsa ditlelaente tsa rona tse kang didiphositi, dikgulo, diphetiso, ditefo, le diphapanyetsano tse ding tse etswang diakhaontong tsa bona.</p> <p>Tlhahisoleseding ya KYC (Tseba Khastama ya Hao): Ditokomane tsa tlatsetso kapa datha ya nnetefatso e hlokwang ke dibanka ho ikamahanya le maemo a melawana, a kang bopaki ba boitsebiso, bopaki ba aterese, le ditokomane tse ding tse tshehetsang.</p> <p>Tlhahisoleseding ya Porofaele ya Kotsi: Sena se kenyeletsa tekolo eetswang ke Capitec mabapi le boemo ba kotsi ba tlelaente ho shebilwe boitshwara ba hae ba tsa ditjhelete, nalane ya dikoloto, le dintlha tse ding. Tlhahisoleseding ena e thusa Capitec ho fumana boemo ba kotsi bo amanang le ho fana ka tshebeletso kapa dihlahiswa tsa ditjhelete ho tlelaente e itseng.</p> <p>Direkoto tsa Dikgokahano le Dipuisano: Ngollano efe kapa efe, dipotsiso, ditlitlebo, kapa dikgokahano dipakeng tsa Capitec le tlelaente, ho kenyeletswa diimeile, ho letsa mohala, kapa dikopano ka seqo.</p>
Direkoto tsa mokgatlo wa poraevete	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 Botshwaramatlotlo; Ditshireletso le Diabo; Direkoto tse tshwerweng ke baofisiri ba Capitec.
Direkoto tse ding	Direkoto tsa basebetsi, ditlelaente 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

Ditaba tseo khampani e tshwarang direkoto tsa tsona	Mekgahlelo ya direkoto
	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.

8. Mekgahlelo ya Direkoto tse Fumanehang ka Ho iketsa

Direkoto tsohle tse amanang le kamano ya tlelaente le Capitec di fumaneha ka boiketsi ho tlelaente eo kapa Mokopi boemong ba hae, ntle le ho tlameha ho kopa direkoto tsena ho ya ka PAIA, kamora ho fumana bopaki bo nepahetseng ba boitsebiso le nnetefatso ho Mokopi. Direkoto tsena di kenyeletsa, hara tse ding, mangolo a ho phethela sekoloto, ho fuwa sekoloto (ho kenyeletswa dikopo tsa akhaonto), dihlahiswa tsa inshorensense tse tshwerweng, melawana le dipehelo, le ditatemente tsa akhaonto kapa ditatemente tsa banka. Direkoto tsena di ka kotjwa ka ho ikopanya le Capitec Client Care kapa ho etela Lekala la Capitec. Dintlha tsa boikopanyo di ka fumanwa ho: <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 hlalela kopo e jwalo.

10. Ho fihlella Direkoto tse tshwerweng ke Capitec

- 10.1 Direkoto tse tshwerweng ke Capitec di ka fumanwa feela ka ho etsa kopo hang ha ditlhoko tse beilweng bakeng sa ho di fumantshwa di se di kgotsfaditswe.
- 10.2 Mokopi ke motho ofe kapa ofe ya etsang kopo ya ho fumantshwa tlhahisoleseding eo Capitec e e tshwereng. 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 direkoto tsa hae ka boyena. Capitec e tla fana ka boithaopo ka tlhahisoleseding e kotjwang kapa e fane ka phumano ya direkoto dife kapa dife tse mabapi le tlhahisoleseding ya mokopi,

kamora ho netefatsa mokopi ka katleho le ho ya ka mekgwatsamaiso e nepahetseng, mohl., PAIA vs POPIA vs direkoto tse fumanehang ka ho iketsa.

- 10.2.2 Bakopi ba bang ba na le tokelo ya ho kopa phumantsho ya tlhahisoleseding ya motho wa boraro. Capitec ha e tlanngwe ke letho ho fana ka phumantsho eo ka boithaopo. Mokopi o lokela ho phethahatsa ditlhoko tsa phumantsho ho ya ka molao wa PAIA. Tefiso e beilweng bakeng sa ho hlalisoa hape ha tlhahisoleseding e kotjwang e tla tlameha ho leshwa, ha ho hlokeha. Boitsebiso bo nepahetseng le bopaki ba khaphasiti bo a hlokeha. Capitec e tla fana feela ka direkoto ho mokopi maemong ana kamora nnetefatso e atlehileng le tumelo e fumanweng ho monga datha eo tlhahisoleseding e leng ya hae.

11. Tsela ya ho etsa Kopo

- 11.1 Mokopi o lokela o ikamahanya le ditlhoko tsohle tsa mekgwatsamaiso tse ka hare ho PAIA tse mabapi le kopo ya phumantsho ya rekoto.
- 11.2 Mokopi o lokela ho tlatsa foromo e laetsweng (Foromo ya 02) e fumanehang ho websaete ya Molaodi wa Tlhahisoleseding (<https://info regulator.org.za/paia-forms/>) pele kopo ya PAIA e ka hlalolelwa. Mefuto yohle e meng ya foromo e tla hanwa.
- 11.3 Foromo e tlatsitsweng esitana le tefo ya tefiso e batlehang le dipositivi, ha e lokela, di tlameha ho romelwa ho Moofisiri wa Tlhahisoleseding atereseng ya poso kapa ho Aterese ya Moaho, nomoro ya fekse kapa imeile jwaloka ha ho fanwe ho karolo ya 3 kahara tokomane ena.
- 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 thusa Moofisiri wa Tlhahisoleseding hore a tsebe:
- 11.4.1 Rekoto kapa direkoto tse kotjwang
- 11.4.2 Boitsebiso ba mokopi
- 11.4.3 Moo eijente e hlalolelang kopo lebitsong la monga data, ditokomane tsa boitsebiso ba eijente le bopaki ba boemo ba hae (mohl., matla a mmuelli kapa tokomane efe kapa efe e nngwe ya konteraka).
- 11.4.4 Mofuta wa phumantsho o hlokehang haeba kopo eo e dumellwa
- 11.4.5 Aterese ya poso kapa nomoro ya fekse ya mokopi
- 11.5 Mokopi o lokela ho bolela hore o batla tlhahisoleseding bakeng sa ho sebedisa kapa ho sireletsa tokelo e itseng, mme a bolele ka ho hlaka mofuta wa tokelo eo e lokelang ho sebediswa kapa ho sireletswa. Ho feta moo, mokopi o lokela ho hlalosa ka ho hlaka hore ke hobaneng ha rekoto e hlokeha bakeng sa ho sebedisa kapa ho sireletsa tokelo eo.
- 11.6 Capitec e tla sebetsana le kopo eo matsatsing a 30 kamora ho netefatsa ka katleho mokopi kapa motho wa boraro, ntle le ha mokopi a boletse mabaka a ikgethileng a ka kgotsofatsang Moofisiri wa Tlhahisoleseding hore maemo a laela hore dinako tse beilweng ka hodimo mona di ke ke tsa fihlellwa.

- 11.7 Mokopi o tla tsebiswa hore ebe phumantsho e dumelletswe kapa e hannwe. Haeba, ho feta moo, mokopi a batla mabaka a qeto eo, o lokela ho bolela mokgwa le dintlha tseo a a batlang ka ona.
- 11.8 Haeba kopo e entswe lebitsong la motho e mong, mokopi o lokela ho romela bopaki ba boemo boo mokopi a etsang kopo ho bona hore Moofisirii wa Tlhahisoleseding a kgotsofale.
- 11.9 Haeba mokopi a sa kgone ho tlatsa foromo e beilweng ka lebaka la ho se tsebe ho bala le ho ngola kapa la ho se itekanele, motho eo a ka etsa kopo ka molomo ka ho sebedisa Capitec Client Care, mme bona ba tla tlatsa formo eo lebitsong la Mokopi mme khopi ya foromo e tlatsitsweng e tla fuwa Mokopi.
- 11.10 Mokopi 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 Tlhahisoleding 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.

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

13.1 Ditharollo tsa kahare

Mokopi eo kopo ya hae ya PAIA ya phihlello ho tlhahisoleding e hannweng a ka hlahlala boipiletso ba kahare ho Capitec. Boipiletso ba kahare bo lokela ho romelwa ka mongolo ho Lefapha la Boikamahanyo ka imeile ho Compliance@capitecbank.co.za. Boipiletso ba kahare bo lokela ho hlahllelwa matsatsing a 60 kamora hoba kopo e hanwe. Lefapha la Boikamahanyo le tla fuputsa lebaka la kganelo eo mme le lekole qeto e entsweng ke Moofisiri wa Tlhahisoleding. Lefapha la Boikamahanyo le na le matsatsi a 15 a kgwebo ao ka ona le tlang ho fuputsa boipiletso boo. Karabo e tla romelwa ho moipiletsi matsatsing ao a 15 a kgwebo.

Mokopi ya sa kgotsofalang ka kganelo ya ho fana ka tlhahisoleding mohatong wa boipiletso, o tla tlameha ho sebedisa ditharollo tsa kantle tseo a ka di fumanang mme o tla jara ditjeo tsohle tse mabapi le seo.

13.2 Ditharollo tsa kantle

Mokopi ya sa kgotsofalang ke kgano e entsweng ke Moofisiri wa Tlhahisoleding ya ho pepesa tlhahisoleding, a ka, matsatsing a 30 kamora tsebiso ya qeto, sebedisa metjha e latelang:

13.2.1 Tlaleha tletlebo ho Molaodi wa Tlhahisoleding (Information Regulator) ka ho tlatsa Fomo ya 5 ya PAIA ho websaete ya Molaodi wa Tlhahisoleding mme a e romele ho PAIAComplaints@info regulator.org.za.

13.2.2 Etsa kopo Lekgotleng la dinyewe le nang le bolaodi bakeng sa kimollo, ka mabaka a PAIA.

14. Ditefiso

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.

Sr. No.	Tlhaloso	Tjhelete
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
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	Ditjeho tsa nnete, ebang di le teng.

- 14.1. Ka kopo lemoha hore ditefiso le sebopeho sa ditefiso di ka fetoha nako le nako mme tlhahisoleseding ya moraora o mabapi le seo e ka fumanwa ho websaete ya Info Regulator ho: <https://info regulator.org.za/information-regulator-paia-manuals/>.
- 14.2. Moofisiri wa Tlhahisoleseding le / Motlatsi wa Moofisiri wa Tlhahisoleseding ka tjhebo ya hae a ka tshwara rekoto ho fihlela mokopi a lefile tefiso e hlokehang kaofela.

15. Qeto

- 15.1 Capitec e tla, matsatsing a 30 a ho fumana kopo, etsa qeto hore ebe e dumella kapa e hana kopo mme e fane ka tsebiso le mabaka, ha ho hlokeha.
- 15.2 Nako ya matsatsi a 30 ao ka ona Capitec e lokelang ho etsa qeto ya hore e a dumela kapa e hanana le kopo eo, a ka atoloswa ka nako e nngwe empa e sa feteng matsatsi a 30 a mang, haeba kopo e le ya tlhahisoleseding e ngata haholo kapa kopo e batla hore ho batlwe tlhahisoleseding e tshwerweng ofising e nngwe ya Capitec mme tlhahisoleseding eo e ke ke ya fumaneha ka mabaka a utlwalang nakong ya matsatsi a 30 a pele. Capitec e tla tsebisa mokopi ka lengolo ebang ho tla hlokeha katoloso ya nako.

16. Ho fumaneha ha Bukana ena

- 16.1 Khopi ya Bukana ena e fumaneha ho:
- 16.1.1 Websaeteng ya Capitec ho: <https://www.capitecbank.co.za/privacy-centre/promotion-of-access-to-information/>.
- 16.1.2 Ntlokgolo ya Capitec bakeng sa ho hlahlojwa ke setjhaba nakong ya dihora tsa kgwebo tse tlwaelehileng.
- 16.2 Bukana ena e ka fumaneha ka puo e nngwe ya semmuso ya Afrika Borwa ha ho etswa kopo.

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:
	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:

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/infoereg/>.
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)	<input type="checkbox"/>	Facsimile
	Cellular	<input type="checkbox"/>	

PART B REPRESENTATIVE INFORMATION			
<i>(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)</i>			
Full Names of Representative			
Nature of representation			
Identity Number / Registration Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)	<input type="checkbox"/>	Facsimile
	Cellular	<input type="checkbox"/>	

PART C THIRD PARTY INFORMATION			
<i>(Please attach letter of authorisation)</i>			
Type of Body	Private	<input type="checkbox"/>	Public
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