

Umhlahlandlela wakwa-Capitec we-PAIA



Inhloso

Ukuhlinzeka ngohlaka lwezinhlobo zamarekhodi nolwazi lomuntu okuphethwe abakwa-Capitec nokubalula inqubo yokucela ukufinyelela la marekhodi nolwazi lomuntu.

Funda kanye nale mininingwane

Imihlahlandlela ye-PAIA: <https://info regulator.org.za/paia-guidelines/>

Amafomu e-PAIA: <https://info regulator.org.za/paia-forms/>

Imanuwali Ye-Capitec ye-PAIA – Isithasiselo A: <https://www.capitecbank.co.za/privacy-centre/promotion-of-access-to-information/>

Imininingwane Yokuxhumana Ne-Capitec: <https://www.capitecbank.co.za/contact-us/>

Isaziso Sobumfihlo Se-Capitec: <https://www.capitecbank.co.za/privacy-centre/privacy-notice/>

Uhlelo

V06

Usuku Lokuqalisa ukusebenza

3 Febhuwari 2026

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Ikomidi Elizogunyaza

Ikomidi Lokuphathwa Kwedatha

Isitatimende sokuzihlangula

Lo mbhalo ungumsebenzi nempahla yakwa-Capitec, futhi okuqukethwe kuwo akumele kushicilelwe kubhalwe kabusha noma kudalulwe kunoma yimuphi umuntu wesithathu ngaphandle kokuthola kuqala imvume ebhaliwe evela kwabakwa-Capitec. Noma yikuphi ukusetshenziswa kwawo okungagunyaziwe akuvunyelwe.

Uma umbhalo ususetshenziselwe injongo/izinjongo zayo ebezihlosiwe, kufanele ushatshalaliswe ngokushesha. Ukwehluleka ukuthobela le mibandela ebalulwe ngenhla kuzoholela ekuthathelweni ezinye izinyathelo.

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1. Isingeniso

- 1.1 I-Capitec Bank Holdings Limited (“Capitec”) yinkampani yomphakathi esohlwini lwe-Johannesburg Stock Exchange nenhlangano ezimele njengalokhu kuchaziwe kuMthetho Wokuvikelwa Kolwazi Lomuntu Siqu onguNombolo 2 wezi-2000 (“I-PAIA”). I-Capitec izibophezele kokushiwo uMthethosisekelo weZwe laseNingizimu Afrika (“uMthethosisekelo”) futhi iphokophelele ukuqinisekisa ukuthi amalungelo abo bonke aqakethwe kuMqulu Wamalungelo ayavikelwa futhi ayahlonishwa. Isigaba sama-32 soMthethosisekelo sinikeza wonke umuntu ilungelo lokufinyelela noma yiluphi ulwazi olugcinwe omunye umuntu futhi oludingekayo ukuze kuvikelwe noma kusetshenziswe noma yimaphi amalungelo. I-PAIA iqalisa ukusebenza kwelungelo lomthethosisekelo lokufinyelela ulwazi. Ngokwesigaba sama-51 se-PAIA kanye nesigaba 17 soMthetho Wokuvikelwa Kolwazi Lomuntu Siqu wesi-4 wezi-2013 (i-POPIA) kudingeka inhlangano ezimele ihlanganise umhlahlandlela olandisa ngayo yonke imisebenzi yokucubungula engaphansi kwesibopho sayo.
- 1.2 I-Capitec ididiyele lo Mhlahlandlela wakwa-Capitec we-PAIA ngokuhambisana nezidingo ze-PAIA kanye ne-POPIA.
- 1.3 Lo mhlahlandlela usebenza kwabakwa-Capitec nazo zonke izinhloko zabo.

2. Inhloso yalo Mhlahlandlela Wolwazi

Lo Mhlahlandlela uhloselwe ukuhlinzeka uhlaka lwezinhlobo zamarekhodi kanye nolwazi lomuntu siqu oluphethwe abakwa-Capitec futhi ubeka ngokucacile inqubo yokucela ukufinyelela kulawa marekhodi kanye nolwazi lomuntu siqu, izimfuneko zokuhlangabezana nalezo zicelo, kanye nezizathu zokwenqaba noma ukwenqatshwa kwengxenye yaleso sicelo ngabakwa-Capitec.

3. Imininingwane Yokuxhumana

Zonke izicelo zokufinyelelwa kwamarekhodi ngokuhambisana ne-PAIA kufanele zibhalwe futhi ziqondiswe ekheleni lemininingwane yokuxhumana engezansi:

Igama Lenhlangano Ezimele	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.
Ikheli Leposi	P O Box 12451, Die Boord, Stellenbosch, 7613
Ikheli Lendawo	5 Neutron Road, Techno Park, Stellenbosch, 7600
Inombolo Yocingo	(021) 809 5900
I-imeyili ye-PAIA	PAIA@capitec.co.za Qaphela: Zonke izicelo ze-PAIA kufanele zibhekiswe kuleli Kheli le-

	imeyili.
Isizindalwazi	https://www.capitecbank.co.za

4. **Ukweluleka Komqondisi Wolwazi Ngokusetshenziswa kwe-PAIA**

UMqondisi Wolwazi udidiyele uMhlahlandlela we-PAIA njengokusho kwesiGaba 10 se-PAIA ukusiza malungana nokuqondwa kanjalo nokusetshenziswa kwamalungelo akho ngaphansi kwe-PAIA. Ikhophi yoMhlahlandlela ebhalwe ngazo zonke izilimi ezisemthethweni ingatholakala kuMqondisi Wolwazi ku-
<https://inforegulator.org.za/paia-guidelines/>.

Vakashela isizindalwazi sakhona	https://inforegulator.org.za
Ikheli Lendawo	The Information Regulator (South Africa) Woodmead North Office Park 54 Maxwell Drive Woodmead Johannesburg 2001 2191
Imininingwane Yokuxhumana	Inombolo Yamahhala: 08000 17 160 Inombolo Yasendlini: 010 023 5200
I-imeyili	enquiries@inforegulator.org.za – ukuze ucele umhlahlandlela Womqondisi Wolwazi. PAIAComplaints@inforegulator.org.za – uma kwenzeka isicelo sakho se-PAIA siqatshwa noma kungekho mpendulo evela kwabakwa-Capitec malungana nokufinyelela amarekhodi akho ungasebenzisa leli kheli le-imeyili ukufaka isikhalazo sakho.

Iqoqo lamarekhodi	Izinhlobo Zamarekhodi	Liyatholakala Kusizindalwazi	Liyatholakala lapho licelwa (hhayi ngaphansi kwe-PAIA)
	Yokuthenga/Ukuthengisa I-Forward Exchange).		
	Amafomu Encwadi Yefa Nefa Likamufi: Isaziso Sokwazisa Ngokufa; Ukubikwa Kwefa Loshonile; Ulwazi Lwendlalifa Yakho; Uhlu lwempahla Nephephambuzo; Inqubo Yokuphatha	√	
	Amafomu Ezinsizakalo Zomthengisi: Ifomu Lesicelo Somthengisi; Isivumelwano Sokuthola Izinsizakalo Zomthengisi; Izitatimende Zomthengisi		√
	Inqubomgomo (Inqubomgomo Malungana Nokushayisana Kwemibono ngokuhlobene ne-FAIS; Isaziso Sokugcinwa Kolwazi Lufihlekile)	√	
	Isiqondiso (Mayelana nokwamukela imali evela emazweni angaphandle)	√	
Izingxenye Eziseceleni	Umhlahlandlela we-PAIA	√	
	Imithetho Yokuziphatha Yabahlinzeki	√	
	Uhla Lwezingxenye Eziseceleni	√	
Umthetho	Umthetho Wezimo Eziyisisekelo Zokuqashwa; Umthetho Wokuqashwa Ngokulingana; Umthetho Wezinsizakalo Nezeluleko Zezezimali kanye Nokuxhumana; Umthetho Wezempilo Nokuphepha Emsebenzini	√	√
Ezezimali Kwezamabhizinisi	Imiphumela Yamabhuku Ezimali Angacwaningwanga kanye nemibiko yonyaka yakwa-Capitec Bank Holdings Limited	√	
Ukusatshaliswa Kwezindaba	Izindatshana Ezahlukene Ezishicilelwe abakwa-Capitec	√	
Umkhinqizo we-Capitec Connect	I-End User Charter, Imithetho Yokuziphatha	√	

Iqoqo lamarekhodi	Izinhlobo Zamarekhodi	Liyatholakala Kusizindalwazi	Liyatholakala lapho licelwa (hhayi ngaphansi kwe-PAIA)
Izitifiketi	Isitifiketi Sokubhaliswa Njengomhlinzeki Wezinsizakalo Zezikweletu ze-NCR; Isitifiketi Sokubhaliswa Njengomhlinzeki Wezinsizakalo Zezimali (i-FSB); Isitifiketi Sokuba sesakhiweni		√

6. Amarekhodi Atholakala Ngokuhambisana Nanoma Yimuphi Omunye Umthetho

Incazelo yamarekhodi akwa-Capitec atholakalayo ngokuhambisana neminye imithetho, ibandakanyiwe lapha kuMhlahlandlela we-PAIA - Isithasiselo A. La maqoqo amarekhodi awaqukethe konke futhi asengashintsha. Uma ucela ukufinyelela kulawa marekhodi, asivele sikuvumele nje ukuthi uwathole, kodwa sizoqala ngokucubungula isicelo sakho ngokwemibandela ye-PAIA, nanoma yiziphi ezinye izimfuneko zomthetho kanye nezinqubomgomo zethu.

7. Izinhlobo Zamarekhodi Aphethwe Ngokwezihloko zakwa-Capitec

Ithebhula elihlinzekwe ngezansi likhombisa Izihloko inhlango enamarekhodi azo Namaqoqo amarekhodi akwa-Capitec.

Izihloko inhlango enamarekhodi alo	Amaqoqo amarekhodi
Amarekhodi abasebenzi	Amarekhodi omuntu siqu ahlinzekwa ngabasebenzi abaqashwe ngokugcwele, betoho, kanye nabasebenza ngokungagcwele noma labo abangase babe abasebenzi, osonkontileka; Amarekhodi ahlinzekwe ngumuntu wesithathu aphaathelene nabasebenzi; Izimo zokuqashwa kanye namanye amarekhodi ezinkontileka ahlobene nabasebenzi kanye nasishe abhekise noma angabhekisi kwezomthetho; Amarekhodi ophenyo lwangaphakathi namanye amarekhodi angaphakathi; Ukubhalelana okuphathelele nabasebenzi; Amashejuli okuqeqesha kanye nempahla.

Izihloko inhlango enamarekhodi alo	Amaqoqo amarekhodi
<p>Amarekhodi amaklayenti</p>	<p>Ukuhlonzwa Komuntu Siqu Nolwazi Lokuxhumana</p> <ul style="list-style-type: none"> • Imininingwane yomuntu (igama, isibongo, amagama angaphambilini, ubulili, usuku lokuzalwa, umsebenzi awenzayo) • Ulwazi Lokuhlonzwa (inombolo kamazisi waseNingizimu Afrika, inombolo yephasiphothi, inombolo yentela) • Imininingwane yokuxhumana (ikheli lasekhaya, elasemsebenzini, eleposi kanye nekheli le-imeyili, izinombolo zocingo) • Ulwazi lwezinhlonzi zomzimba (isithombe sokuhlonza, imininingwane yeminyatheliso yeminwe, ukuhlonza ngezwi) • Ulwazi lwezibalo zabantu (ubulili, isimo somshado, uhlanga, ubuzwe/uhlanga lwesizwe, ulwazi lwezempilo lwezinhloso zomshwalense) • Ulwazi lomuntu siqu lwezingane oluhlinzekwa abazali noma abanakekeli ngezinhloso zokubhanga, umshwalense, imifundaze, noma imfundo yezezimali <p>Imininingwane Yezezimali Nezokuthengiselana</p> <ul style="list-style-type: none"> • Ulwazi oluvela ezikhungweni zokuhlola izikweletu (imininingwane eginwe izikhungo zokuhlola izikweletu ezibhalisiwe) • Ulwazi lwezezimali (imininingwane ye-akhawunti yasebhange) • Ulwazi lokuziphatha lapho ukhokha noma uthenga (ukusebenzisana nemikhiqizo nezinsizakalo, izenzo ezenziwe) • Amarekhodi okugcwalisa izibopho zomthetho (imininingwane yamathransekshini, inhloso yokukhokha, imininingwane yomhlomuli, amadokhumenti okuhlonza, izenzo ezisolisayo) • Ulwazi lomshwalense wokuphila nongewona owokuphila (imininingwane yepholisi, izicelo zokukhokhelwa, imininingwane yomhlomuli, amapholisi adlule, ukuqinisekiswa kokudlula emhlabeni) • Ulwazi lokuphathwa kwezitokofela (igama, isibongo, inombolo kamazisi, ukubamba iqhaza, izinyathelo zokugwema okungafanele, ukuhlolwa kwe-AML, ukuqapha ukukhwabanisa) • Ulwazi lokuqashwa (isimo sokuqashwa, umholo, emsebenzini nemininingwane yezicelo zokudilizwa noma zokukhubazeka) • Ulwazi lwezemfundo, indlela yokuphila, kanye nempilo yezezimali (oluhlinzekwa lapho kujoyinwa i-MoneyUp Academy) <p>Ulwazi Lwe-akhawunti Yomsebenzisi Nokugunyazwa</p> <ul style="list-style-type: none"> • Ulwazi lokungena komsebenzisi (imininingwane yokungena ku-app nokubhanga nge-inthanethi) • Ulwazi lokuqinisekisa ubuwena (ulwazi lwezinhlonzi zomzimba, ukuhlonza ngezwi, isithombe sokuhlonza, imininingwane yeminyatheliso yeminwe) <p>Ulwazi Lwedivayisi Nokusetshenziswa</p> <ul style="list-style-type: none"> • Ulwazi lwedivayisi (ikheli le-IP, imodeli yedivayisi, igama, i-ID, inguqulo yesistimu yokusebenza, ukusebenza kwe-NFC, ukucushwa kwe-app) • Ulwazi lwama-Log (isikhathi/usuku lokusebenzisa izinsizakalo, imininingwane yezibalo eqoqwa ngemikhiqizo yezingxenywe eziseceleni yezinsizakalo zabathengisi kanye ne-Capitec Connect) • Inombolo ye-IMEI (yezinsizakalo ze-Capitec Connect ezifana ne-SIM swap, ukukhokhisela ubunikazi, ukushintsha inombolo, nokwesekwa kokuthutha inombolo)

Izihloko inhlango enamarekhodi alo	Amaqoqo amarekhodi
	<ul style="list-style-type: none"> • Ulwazi lwendawo (indawo yezwe elinganiselwe ngesikhathi sokusebenzisa i-app noma sokwenziwa kwamathransekshini) <p>Ukuxhumana Nokubhalelana</p> <ul style="list-style-type: none"> • Amarekhodi okuxhumana (ama-imeyili, ukushaywa kwezingcingo, izingxoxo ezibukhoma, imilayezo esheshayo, izinkundla zokuxhumana) • Olunye ulwazi olunikezwa ngamafomu, izinhlobo, imincintiswano, noma ukuxhumana ngokuqondile (ubuso nobuso, ngocingo, nge-imeyili, ku-inthanethi, ezingxoxweni ezibukhoma) • Ulwazi mayelana nokusebenzisana, izikhalo, izingxabano, kanye nezicelo zomshwalense • Okuqukethwe kanye nemethadatha yokushintshisana ngolwazi (ama-imeyili, imilayezo yezwi, izingxoxo ezibukhoma) <p>Amakhukhi Nezobuchwepheshe Ezifanayo</p> <ul style="list-style-type: none"> • Amakhukhi nobuchwepheshe obufanayo (okuqokokelelwa ukuhlonza abasebenzisi, ukukhumbula okuthandwayo, nokwenza okuqukethwe kuhambisane nomsebenzisi; imininingwane itholakala kuNqubomgomo YamaKhukhi) <p>Ulwazi Lophenyo Nokuhambisana Nemithetho</p> <ul style="list-style-type: none"> • Ulwazi lophenyo (izinyathelo zokugwema okungafanele, ukukhwebanisa, izinhlawulo, ukuhlolwa kwe-AML, imibiko yolwazi lwangaphandle) • Ulwazi lobugebengu (ukwenziwa noma izinsolo zokwenziwa kwamacala, kanye nezinyathelo zomthetho ezihlobene)
<p>Amarekhodi ezinhlangano ezizimele</p>	<p>Amarekhodi ezezimali; Amarekhodi okusebenza; Izinqolobane zolwazi; Ubuchwepheshe bezolwazi; Amarekhodi okukhangisa; Ukuxhumana nokubhalelana kwangaphakathi; Amarekhodi omkhqizo; Amarekhodi omthetho; Izinqubomgomo Nezinqubo Zangaphakathi; Amarekhodi ahlobene noMgcinimafa; Izibambiso kanye Nezezimali; Amarekhodi aphethwe yizikhulu zakwa-Capitec.</p>
<p>Amanye amarekhodi</p>	<p>Amarekhodi abasebenzi, iklayenti, noma izinhlangano ezizimele aphethwe enye ingxenye eseceleni, kunokuthi kube amarekhodi aphethwe abakwa-Capitec ngokwabo; Amarekhodi aphethwe abakwa-Capitec aphathelene nabanye abathintekayo, okuhlanganisa ngaphandle kwemikhawulo, amarekhodi ezezimali, izincwadi zokubhalelana, amarekhodi ezinkontileka, amarekhodi ahlinzekwe ngolunye uhlangothi, namarekhodi izingxenye eziseceleni eziwahlinzekile mayelana nosonkontileka/abahlinzeki. Abakwa-Capitec bangase babe namarekhodi aphathelene nabanye abathintekayo, okuhlanganisa ngaphandle kwemikhawulo osonkontileka, abahlinzeki-mpahla, izinkampani ezingaphansi/ezibambe iqhaza/izinkampani ezisebenzisanyayo, izinkampani ezihlanganyele umsebenzi othile, nabahlinzeki ngezinsizakalo. Kungenjalo, lezi ezinye izinhlangothi zingase zibe namarekhodi okungashiwo ukuthi awakwa-Capitec.</p>

8. Amaqoqo Amarekhodi Atholakala Ngokuzenzakalela

Amakhasimende angacela iningi lamadokhumenti namarekhodi ahlobene nobudlelwano bawo neCapitec ngokuhlizeka ngemininingwane yokuhlonza esemthethweni, ngaphandle kwalapho ukudalulwa kolwazi kuvinjelwe noma kungagunyaziwe. La marekhodi atholakalayo afaka phakathi izincwadi zokuvala izikweletu (settlement letters), izicelo zesikweletu, imininingwane yomshwalense, imigomo nemibandela, kanye nezitatimende zama-akhawunti. Ukuze ucele la madokhumenti, xhumana neCapitec Client Care noma uvakashele igatsha eliseduze. Imininingwane yokuxhumana ingatholakala ku-<https://www.capitecbank.co.za/contact-us/>.

9. Ukucutshungulwa Kolwazi Lomuntu Siqu

- 9.1 Isimemezelo sabakwa-Capitec sokucutshungulwa kolwazi lomuntu siqu singatholakala eSazisweni Sobumfihlo Sakwa-Capitec esitholakala ngeSikhungo Sobumfihlo Sakwa-Capitec: <https://www.capitecbank.co.za/privacy-centre/privacy-notice/>.
- 9.2 Noma yisiphi isicelo solwazi esiyingxenywe yesihloko sedatha esebenzisa amalungelo aso ngokuvumelana ne-POPIA, ngeke kusetshenzwe ngaso njengokusho kwe-PAIA. Bheka ku-<https://www.capitecbank.co.za/privacy-centre/data-subject-servicing/> ukuze ufake isicelo esinjalo.

10. Ukufinyelela Amarekhodi Aphethwe ngabakwa-Capitec

- 10.1 Ukufinyelelwa kwamarekhodi aphethwe abakwa-Capitec kuvumeleke ngezicelo kuphela uma izidingo ezidingekayo zokufinyelela sekuhlangatshezwene nazo.
- 10.2 Umfakisisicelo yinoma yimuphi umuntu ofaka isicelo sokufinyelela olwazini abanalo abakwa-Capitec. Kunezinhlabo ezimbili zabafakizicelo: ofake isicelo somuntu siqu kanye nomunye umfakisisicelo.
- 10.2.1 Umfakisisicelo somuntu siqu umfakisisicelo ofuna ukufinyelela:
- 10.2.1.1 amarekhodi abo siqu futhi lokhu bezenzela bona uqobo. ICapitec izohlizeka ngokuzithandela noma inikeze ukufinyelela kulwazi oluceliwe noma inikeze ukufinyelela kurekhodi elifanele elihlobene nolwazi lomfakisisicelo, ngemuva kokuqinisekisa ukuthi umfakisisicelo uyena ngempela na kanye nokuqinisekisa ukuthi zonke izidingo ze-PAIA ziyagcwaliswa.
- 10.2.1.2 noma yiziphi ezinye izinhlobo zamarekhodi eziphethwe yiCapitec bezenzela bona ngokwabo.
- 10.2.2 Izicelo Ezenziwa Abanye Abafakizicelo
- 10.2.2.1 Abanye abafakizicelo bangacela ukufinyelela olwazini olugcinwe yiCapitec egameni labantu bemvelo noma abantu abasemthethweni abakholwa ukuthi iCapitec iphethe imininingwane yabo, noma bangase basebenze egameni lanoma

yiliphi iqembu elinentshisekelo elifisa ukuthola ulwazi oluphethwe yiCapitec. Kubalulekile ukuqaphela ukuthi iCapitec ayiphoqelekile ngokuzenzakalelayo ukuhlinzeka ngolwazi oluceliwe yilaba bantu. Kunalokho, abanye abafakizicelo kudingeka bahlangabezane nazo zonke izidingo zangaphambili zokufinyelela olwazini, njengoba kuchazwe ku-PAIA.

- 10.2.2.2 Lapho kudingeka ukukhiqizwa kabusha kolwazi njengengxenywe yesicelo sokufinyelela, imali ebekiwe ngokomthetho yokukhiqizwa kabusha izokhokhwa. Ngaphezu kwalokho, inqubo idinga ukuhlonzwa okunembile kokubili komfakisicelo kanye komuntu wemvelo noma womuntu osemthethweni egameni lakhe isicelo esifakiwe. Ubufakazi obusemthethweni begunya noma igunya kumele buhanjiswa ngumfakisicelo ukuze kufakazelwe igunya lanoma yimuphi umfakisicelo osebenza egameni lomuntu wemvelo noma womuntu osemthethweni.
- 10.2.2.3 ICapitec izokhipha kuphela amarekhodi aceliwe komunye umfakisicelo uma sekuqedliwe ngempumelelo ukuqinisekiswa kwegunya noma kwemvume, futhi kutholwe imvume ecacile kumuntu wemvelo noma kumuntu osemthethweni okuhlobene naye ulwazi.

11. Inqubo Yokufakwa Kwesicelo

- 11.1 Umfakisicelo siqu noma omunye umfakisicelo kumele ahambisane nazo zonke izidingo zangaphambili eziqokethwe ku-PAIA eziphathelene nesicelo sokufinyelela kurekhodi.
- 11.2 Umfakisicelo siqu noma omunye umfakisicelo kumele agcwalise ifomu elinqunyiwe (Ifomu 02) njengoba litholakala kuwebhusayithi yoMlawuli Wezokwaziswa (Information Regulator) (<https://info regulator.org.za/paia-forms/>) ngaphambi kokuba isicelo se-PAIA siqinisekise. Zonke ezinye izinhlobo zefomu zizokwenqatshwa.
- 11.3 Ifomu eligcwalisiwe kanye nokukhokhwa kwemali yesicelo kanye nediphozithi, uma kudingeka, kumele kuthunyelwe esiKhulwini Solwazi (Information Officer) ekhelini leposi noma lekheli lendawo, noma nge-imeyili ku-PAIA@capitecbank.co.za.
- 11.4 Ifomu elinqunyiwe (Ifomu 02) kumele ligcwaliswe ngokuningiliziwe ngokwanele kanye namadokhumenti asekelayo asemthethweni nawokuhlonza asemthethweni, okubandakanya:
- 11.4.1 Ukucacisa ngokuningiliziwe ngokwanele irekhodi noma amarekhodi aceliwe. Izicelo zamadokhumenti ezingacacisiwe ngokuzwakalayo, ezingehlawumbiselwayo nje, noma ezingachazwanga kahle noma izicelo ze-PAIA ezingahlangabezani nezidingo kangangokuthi zingabhekwa njengezicelo ezisemthethweni, ngeke zicutshungulwe futhi zizothathwa njengezingavumelekile lapho zitholwa.
- 11.4.2 Amakhophi aqinisekisiwe amadokhumenti okuhlonza (ID) omfakisicelo siqu noma omunye umfakisicelo kumele anikezwe, futhi la makhophi akumele abe mdala kunezinyanga ezintathu. Uma “omunye umfakisicelo” efaka isicelo egameni lomuntu wemvelo noma womuntu osemthethweni, noma iqembu elinentshisekelo, kudingeka ikhophi eqinisekisiwe ye-ID yomuntu wemvelo noma womuntu osemthethweni, noma yalelo qembu, enosuku olungadluli izinyanga ezintathu. Bheka isigaba 11.9 kanye nezingxenywe zaso ezingaphansi ukuze uthole imininingwane eyengeziwe mayelana nobufakazi besikhundla noma segunya.

- 11.4.3 Ukucacisa izinhlobo zamarekhodi adingekayo, indlela yokufinyelela efunwayo, kanye nendlela yokuhlinzekwa kolwazi.
- 11.4.4 Ikheli leposi noma ikheli le-imeyili lomfakisicelo siqu noma omunye umfakisicelo.
- 11.5 Umfakisicelo siqu noma omunye umfakisicelo kumele acacise ilungelo afisa ukulisebenzisa noma ukulivikela futhi achaze ukuthi kungani ulwazi ludingeka ngaleyo njongo.
- 11.6 ICapitec izocubungula izicelo zingakapheli izinsuku ezingama-30 ngemuva kokuqinisekisa umfakisicelo siqu noma omunye umfakisicelo, abantu bemvelo noma abantu abasemthethweni, kanye/noma amaqembu anesithakazelo, kanye nokuqinisekisa ukuthi zonke izidingo zangaphambili zigcwalisekile. Uma kunikezwa izizathu ezikhethekile eziqinisekisa isikhathi esihlukile, isiKhulu Sezokwaziswa singashintsha isikhathi sokucubungula njengoba kudingeka.
- 11.7 Lapho ulwazi oluceliwe luhlobene nomuntu wemvelo noma nomuntu osemthethweni, iCapitec izoqala ukuxhumana nomuntu wemvelo noma nomuntu osemthethweni isebenzisa inombolo yokuxhumana eqinisekisiwe egcinwe ezinhlelweni zeCapitec. Phakathi nale nqubo, iCapitec izodalula ubuwena bomfakisicelo siqu noma omunye umfakisicelo kumakhasimende futhi icele ngokusemthethweni imvume yokudedela imininingwane yabo kumfakisicelo siqu noma komunye umfakisicelo.
- 11.8 Umfakisicelo siqu noma omunye umfakisicelo uzokwaziswa ngokuqinisekiswa kwesicelo sakhe nokuthi ukufinyelela kuvunyelwe noma kwenqatshiwe yini. Uma umfakisicelo siqu noma omunye umfakisicelo efisa incazelo ngesinqumo, kudingeka acacise indlela kanye nemininingwane yokuthi leyo ncazelo kufanele inikezwe kanjani.
- 11.9 Uma “omunye umfakisicelo” efuna ulwazi egameni lomuntu wemvelo noma womuntu osemthethweni, noma iqembu elinentshisekelo, omunye umfakisicelo kudingeka anikeze ubufakazi obanelisayo besikhundla sakhe kanye/noma segunya kuSikhulu Sezokwaziswa. Lobo bufakazi besikhundla noma begunya kumele buhanjiswa ngendlela ye-Special Power of Attorney noma omunye umbhalo wezomthetho ofanele ngokuya ngezimo ezithile. Uma i-Special Power of Attorney ihanjiswa njengobufakazi, kumele ikhombise ngokucacile lokhu okulandelayo:
 - 11.9.1 Ukunikeza ngokusobala omunye umfakisicelo igunya lokusebenzisa amalungelo ngaphansi kwe-PAIA egameni lomuntu wemvelo noma womuntu osemthethweni, noma iqembu elinentshisekelo, futhi ichaze ngokucacile ukuqala nesikhathi sokuphela kwala mandla phakathi kwesikhathi esichaziwe.
 - 11.9.2 Ukukhombisa ukuthi omunye umfakisicelo unikezwe igunya elidingekayo lokucela ukufinyelela nokuthola imininingwane ethile efunwayo ngaphansi kwe-PAIA.
 - 11.9.3 Ukusungula ukuxhumana okucacile phakathi kwamandla noma igunya elinikeziwe kanye nelungelo lokufinyelela olwazini ngaphansi kwe-PAIA.
- 11.10 Umfakisicelo siqu noma omunye umfakisicelo kumele akhokhe imali ebekiwe ngaphambi kokuba noma yikuphi ukucubungula kuqale, uma kudingeka.

12. Izizathu Zokunqatshwa Kokufinyelelwa Kwamarekhodi

Isahluko sesi-4 se-PAIA sihlizeka ngezimo lapho isicelo sokufinyelela kumarekhodi singase / kufanele sinqatshwe abakwa-Capitec, okuhlanganisa:

- 12.1 Isivikelo esiyisibopho sobumfihlo bomuntu oyingxenywe eseceleni ongowemvelo, ongase adale ukudalulwa okungaphusile kolwazi lomuntu siqu lwalowo muntu wemvelo.
- 12.2 Ukuvikelwa okuyimpoqo kolwazi lwezentengiso lomuntu wesithathu, uma irekhodi liqukethe:
 - 12.2.1 izimfihlo zohwebo zalowo muntu wesithathu.
 - 12.2.2 ulwazi lwezezimali, lwezohwebo, lwesayensi, noma lobuchwepheshe ukudalulwa kwalo okungahle kudale ukulimala kwezintshisekelo ngokwezimali noma kwezohwebo zalowo muntu wesithathu.
 - 12.2.3 ulwazi oludalulwe ngokuthenjwa ngumuntu wesithathu kwabakwa-Capitec, uma ukudalulwa lokho kungabeka lolo hlangothi lwesithathu esimweni esingesihle ezingxoxweni noma ekuncintisaneni ngokwezohwebo.
- 12.3 Ukuvikelwa okuyimpoqo kolwazi oluyimfihlo lwabantu besithathu uma luvikelwe ngokwanoma yisiphi isivumelwano.
- 12.4 Ukuvikelwa okuyimpoqo kokuphepha kwabantu kanye nokuvikelwa kwempahla.
- 12.5 Ukuvikelwa okuyimpoqo kwamarekhodi angathathwa njengasemqoka ezinqubweni zomthetho.
- 12.6 Imisebenzi yezohwebo yakwa-Capitec, engabandakanya:
 - 12.6.1 izimfihlo zokuhweba zakwa-Capitec.
 - 12.6.2 ulwazi lwezezimali, ezohwebo, ezesayensi noma ezobuchwepheshe, ukudalulwa kwalo okungahle kudale ukulimala kwezinzuzo zezimali noma zezohwebo zakwa-Capitec.
 - 12.6.3 Ulwazi okungathi, uma ludaluliwe, lubeke abakwa-Capitec esimweni esingesihle ezingxoxweni noma ekuncintisaneni ngezohwebo.
 - 12.6.4 uhlelo lwekhompyutha olungolwabakwa-Capitec, futhi oluvikelwe yilungelo lobunikazi.
 - 12.6.5 ulwazi locwaningo lwakwa-Capitec noma lomuntu wesithathu, uma ukudalulwa kwalo kuzohlonza abakwa-Capitec, umcwaningi noma isihloko socwaningo futhi kuzobeka ucwaningo esimweni esingesihle.
- 12.7 IsiGaba 7 se-PAIA, sihlizekela izimo ezithile lapho i-PAIA ingahambelani nesicelo sokufinyelela i/amarekhodi. Lezi zimo zibandakanya:
 - 12.7.1 Amarekhodi acelelwe izinhloso zobugebengu noma izinqubo ezihlobene nezwe.
 - 12.7.2 Izicelo ezenziwe emva kokuqaliswa kwezinqubo zobugebengu noma izinqubo ezihlobene nezwe; kanye
 - 12.7.3 Nasesimweni lapho ukufinyelelwa kwamarekhodi anjengalawa kubuswa eminye imithetho esebenzayo, hhayi imihlinzeko yalo Mthetho.

13. Izisombululo Ezitholakalayo Ngokunqatshwa Kwesicelo Solwazi

13.1 Izisombululo zangaphakathi

- 13.1.1 Umfakisicelo siqu noma omunye umfakisicelo onesicelo sakhe se-PAIA esinqatshiwe angafaka isikhalazo sangaphakathi asibhekise kuSekela LesiKhulu Solwazi (i-DIO) sase-Capitec lapha paia@capicetbank.co.za. Izicelo zokubukezwa kwangaphakathi kufanele zifakwe ezinsukwini ezingama-60 zokwenqatshwa kokuqala.
- 13.1.2 I-DIO, engabandakanyeki ekuphathweni kwezicelo ze-PAIA kwansuku zonke, izokwenza ukubukezwa okuphelele kwesinqumo sokuqala futhi ibheke noma yiluphi ulwazi olwengeziwe olusekelayo olunikeziwe. Ukuze kuqinisekiswa ukungakhethi kanye nokuba nenkululeko yokwahlulela, i-DIO ebibheke isicelo sokuqala se-PAIA futhi ephendule kuleso sicelo ngeke isaba nalo iqhaza ekunqumeni umphumela wesicelo sokubukezwa.
- 13.1.3 Ngemuva kokuthola isicelo sokubukezwa sangaphakathi, i-DIO izophinde ihlole isinqumo futhi ibheke noma yiluphi ulwazi olusha olulethiwe. I-DIO ibe seyithatha isinqumo mayelana nokufinyelela olwazini oluceliwe. Ukuze kuqinisekiswa ukungachemi, enye i-DIO izokwenza ukubukezwa kwesibili ngaphambi kwesinqumo sokugcina. I-DIO ebuhezayo izosayina impendulo esemthethweni, futhi zonke izimvume zizorekhodwa ngezinhloso zokucwaningwa kwamabhuku nokuhambisana nemithetho.
- 13.1.4 Impendulo izokhishwa zingakapheli izinsuku zebhizinisi eziyi-15 kusukela ngosuku lokutholwa kwesicelo sokubukezwa.

13.2 Izisombululo zangaphandle

Umfakisicelo siqu noma omunye umfakisicelo ongagculisekile ngokwenqaba kwesiKhulu soLwazi ukudalula ulwazi uvumelekile ukuba ezinsukwini ezingama-30 zokwaziswa ngesinqumo, asebenzise izindlela ezilandelayo:

- 13.2.1 Angafaka isikhalazo kuMlawuli Wolwazi ngokugcwalisa iFomu 5 le-PAIA elinqunyiwe elikuwebhusayithi yoMlawuli Wolwazi futhi alithumele ku- PAIAComplaints@info regulator.org.za.
- 13.2.2 Angafaka isicelo eNkantolo enegunya elifanele ukuze athole usizo ngezinhloso ze-PAIA, inqobo uma zonke ezinye izisombululo zangaphandle sezizanyiwe.

14. Izinkokhelo

- 14.1 Izimali nohlaka lwezinkokhelo Ngokuqondene Nezinhlango Ezizimele kuyabalulwa kuthebhula elingezansi.

Sr. No.	Incazelo	Inani
1	Imali yesicelo ekhokhwa yiwo wonke umfakisicelo	R140.00

Sr. No.	Incazelo	Inani
2	Ukugaywa/ukukopishwa kwekhasi elimnyama nokumhlophe eliyi-A4 usayizi	R2.00 ikhasi ngalinye noma ingxenye yalo.
3	Ikhophi ephrintiwe yekhasi eliyi-A4	R2.00 ikhasi ngalinye noma ingxenye yalo.
4	Ikhophi efundeka ngekhompyutha:	
	Ku-Flash drive (ezohlinzekwa umfakisicelo)	R40.00
	Ku-Compact disc uma ihlinzekwe umfakisicelo	R40.00
	Ku-Compact disc uma umfakisicelo eyinikezwa	R60.00
5	Ukukhishelwa kwemifanekiso ebukwayo ngekhasi ngalinye eliyi-A4	Insizakalo izofunwa ngaphandle. Kuzoncika kukhotheshini evela Kumhlinzeki wensizakalo.
6	Ikhophi yemifanekiso ebukwayo	Insizakalo izofunwa ngaphandle. Kuzoncika kukhotheshini evela Kumhlinzeki wensizakalo.
7	Umbhalo werekhodi eliqoshiwe, ngekhasi ngalinye eliyi-A4	R24.00
8	Ikhophi yerekhodi elilalelwayo:	
	Ku-Flash drive (ezohlinzekwa umfakisicelo)	R40.00
	Ku-Compact disc uma ihlinzekwe umfakisicelo	R40.00
	Ku-Compact disc uma umfakisicelo eyinikezwa	R60.00
9	Ukucinga nokulungiselela irekhodi ukuze lidalulwe ihora ngalinye noma ingxenye yehora, kungabalwanga ihora lokuqala, okuyisikhathi esidingekayo ngokuvamile kulokhu kucinga nokulungisa	R145.00
	Kungeqi izindleko eziphelele zama	R435.00
10	Idiphozi: Uma ukucinga lokho kweqe amahora ayisi-6	Ingxenye eyodwa kwezintathu yesamba ngesicelo ngasinye ibalwa ngokuhambisana nephuzu 2 kuya ku-8.
11	Ukuposa, i-imeyili nanoma iluphi olunye uhlobo lokuthunyelwa ngoku-elektronikhi	Izindleko zoqobo zakhona, uma zikhona.

- 14.2 Imali noma uhlaka lwezimali ezikhokhwayo lungashintshaekuhambeni kwesikhathi. Uma ufuna imininingwane yakamuva mayelana nalokhu, vakashela isizindalwazi soMlawuli lapha: <https://inforegulator.org.za/information-regulator-paia-manuals/>.
- 14.3 Isikhulu Solwazi kanye / noma iPhini lesiKhulu Solwazi lingase ngokubona kwalo ligodle irekhodi kuze kube lapho umfakisicelo siqu noma omunye umfakisicelo esekhokhileimali edingekayo.

15. Isinqumo

- 15.1 Abakwa-Capitec bazobukeza futhi baphendule isicelo ezinsukwini ezingama-30 bethole isicelo futhi basiqinisekisa.
- 15.2 Uma kunesidingo, le nkathi yesinqumo ingelulwa ngesinsuku ezingama-30, ikakhulukazi uma kunomthamo omkhulu wolwazi noma amarekhodi okufanele atholakale kwelinye ihhovisi. Ezimweni ezinjengalezo, u-Capitec uzokwazisa umfakisicelo siqu noma omunye umfakisicelo ngokumbhalela, anikeze izizathu zanoma yikuphi ukwelula noma isinqumo.

16. Ukutholakala KoMhlahlandlela

- 16.1 Amakhophi alo Mhlahlandlela, kubandakanya izihumusho zakhona, neziThasiselo kuyatholakala lapha:
 - 16.1.1 Iwebhusayithi yakwa-Capitec ngokuya lapha: <https://www.capitecbank.co.za/privacy-centre/promotion-of-access-to-information/>.
 - 16.1.2 Wonke amaHhovisi akomkhulu akwa-Capitec ukuze icutshungulwe umphakathi ngezikhathi zamahora ajwayelekile omsebenzi.

17. Isithasiselo A – IFomu 02: Isicelo Sokufinyelela Irekhodi [Isimiso 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. Isithasiselo B – IFomu 05: Ifomu Lokufaka Isikhalazo [Isimiso 10]



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

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

COMPLAINT FORM

FORM 5 [Regulation 10]

NOTE:

- This form is designed to assist the Requester or Third Party (hereinafter referred to as "the Complainant") in requesting a review of a Public or Private Body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the following email address: PAIAComplaints@infoRegulator.org.za or complete online complaint form available at <https://www.justice.gov.za/infocreg/>.
- 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)	<input type="text"/>	Facsimile
	Cellular	<input type="text"/>	<input type="text"/>

**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)	<input type="text"/>	Facsimile
	Cellular	<input type="text"/>	<input type="text"/>

**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 have appealed against the decision of the public body and the appeal is unsuccessful.			
Unsuccessful application for condonation (Sections 77A(2)(b) and 75(2) of PAIA)	I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.			

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