

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/>

Amafomu Emininingwane Yomnikazi Wolwazi: <https://www.capitecbank.co.za/privacy-centre/data-subject-servicing/>

Uhlelo

V04

Usuku Lokuqalisa ukusebenza

15 Disemba 2023

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Iqembu Lokusebenza Ngokuphathwa Kwedatha
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.

Okuqukethwe

Okuqukethwe.....	2
1. Isingeniso	1
2. Inhloso yalo Mhlahlandlela Wolwazi	1
3. Imininingwane Yokuxhumana	1
4. Ukweluleka Komqondisi Wolwazi Ngokusetshenziswa kwe-PAIA.....	2
5. Amaqoqo Amarekhodi akwa-Capitec Angafinyelelwa Umphakathi noma Angacelwa Ngaphandle Kwe-PAIA	3
6. Amarekhodi Atholakala Ngokuhambisana Nanoma Yimuphi Omunye Umthetho	5
7. Izinhlobo Zamarekhodi Aphethwe Ngokwezihloko zakwa-Capitec.....	5
8. Amaqoqo Amarekhodi Atholakala Ngokuzenzakalela.....	6
9. Ukucutshungulwa Kolwazi Lomuntu Siqu.....	7
10. Ukufinyelela Amarekhodi Aphethwe ngabakwa-Capitec.....	7
11. Inqubo Yokufakwa Kwesicelo	8
12. Izizathu Zokunqatshwa Kokufinyelelwa Kwamarekhodi.....	9
13. Izisombululo Ezitholakalayo Ngokunqatshwa Kwesicelo Solwazi.....	9
14. Izinkokhelo	10
15. Isinqumo.....	11
16. Ukutholakala KoMhlahlandlela	12
17. Isithasiselo A – IFomu 02: Isicelo Sokufinyelela Irekhodi [Isimiso 7]	13
18. Isithasiselo B – IFomu 05: Ifomu Lokufaka Isikhalazo [Isimiso 10].....	17

1. Isingeniso

- 1.1 I-Capitec Bank Holdings Limited (“Capitec”) yinkampani yomphakathi esohlwini lwe-Johannesburg Stock Exchange. I-Capitec izibophezele kokushiwo uMthethosisekelo weZwe laseNingizimu Afrika (“uMthethosisekelo”) futhi iphokophelele ukuqinisekisa ukuthi amalungelo abo bonke aqukethwe 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. UMthetho Wokukhuthazwa Kokufinyeleleka Kolwazi wesi-2 wezi-2000 (i-PAIA) uqalisa ukusebenza kwelungelo lomthethosisekelo lokufinyelela ulwazi. Ngokwesigaba sama-51 se-PAIA kanye nesigaba 17 soMthetho Wokuvikelwa Kolwazi Lomuntu Siqu wesi-4 wezi-2013 (POPIA); kudingeka inhlangano ezimele ihlanganise umhlahlandlela olandisa ngayo yonke imisebenzi yokucubungula engaphansi kwesibopho sayo.
- 1.2 I-Capitec iyinhlangano ezimele njengoba ichazwe ku-PAIA futhi ididiyele lo Mhlahlandlela wakwa-Capitec we-PAIA ngokuhambisana nezidingo ze-PAIA kanye ne-POPIA. Lo Mhlahlandlela kuhloswe ngawo ukugqugquzela usikompilo lokwenza izinto ngokusobala kanye nokuziphendulela, ekwesekeni nasekukhuthazeni umphakathi lapho abantu baseNingizimu Afrika bekwazi ukufinyelela olwazini ngempumelelo ukuze bakwazi ukusebenzisa nokuvikela amalungelo abo.
- 1.3 Lo mhlahlandlela usebenza kwabakwa-Capitec nazo zonke izinhlobo 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 kwengxenyane yaleso sicelo ngabakwa-Capitec.

3. Imininingwane Yokuxhumana

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

3.1 Isikhulu Esibhekelele Ulwazi NamaPhini Aso

Isikhulu Esibhekelele Ulwazi NamaPhini Aso bangathintwa kule mininingwane engezansi.

Ikheli Leposi	P O Box 12451, Die Boord, Stellenbosch, 7613
Ikheli Lendawo	5 Neutron Road, Techno Park, Stellenbosch, 7600
Inombolo Yocingo	(021) 809 5900

Ifeksi	(021) 880 1130
I-imeyili	InformationOfficer@capitecbank.co.za
Isizindalwazi	https://www.capitecbank.co.za

3.2 Ilwazi Olujwayelekile

Igama Lenhlangano Ezimele	Capitec Bank Holdings Limited
Ikheli Leposi	P O Box 12451, Die Boord, Stellenbosch, 7613
Ikheli Lendawo	5 Neutron Road, Techno Park, Stellenbosch, 7600
Inombolo Yocingo	(021) 809 5900
Ifeksi	(021) 880 1130
I-imeyili	InformationOfficer@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://infoeregulator.org.za/paia-guidelines/>.

Vakashela isizindalwazi sakhona	https://infoeregulator.org.za
Ikheli Leposi	P.O Box 31533, Braamfontein, Johannesburg, 2017
Ikheli Lendawo	The Information Regulator (South Africa) JD House 27 Stiemens Street Braamfontein Johannesburg 2001
Inombolo Yocingo	010 023 5200
I-imeyili	enquiries@infoeregulator.org.za – ukuze ucele umhlahlandlela PAIAComplaints@infoeregulator.org.za – uma kwenzeka isicelo sakho se-PAIA singatshelwa noma kungekho mpendulo evela kwabakwa-Capitec malungana nokufinyelela amarekhodi akho ungasebenzisa leli kheli le-imeyili ukufaka isikhalazo sakho.

5. Amaqoqo Amarekhodi akwa-Capitec Angafinyelelwa Umphakathi noma Angacelwa Ngaphandle Kwe-PAIA

Iqoqo lamarekhodi	Izinhlobo Zamarekhodi	Liyatholakala Kusizindalwazi	Liyatholakala lapho licelwa (hhayi ngaphansi kwe-PAIA)
Ukuthengisa	Amapheshana omkhiqizo (global one, izikweletu, ukonga, ukukhipha nokufaka imali, umshuwalensi, amapheshana ezindleko zokusebenza kwe-akhawunti; Izindatshana Ngemfundo Yezezimali)	√	
Iklayenti	Amafomu namadokhumenti (amadabhithi, imali yangaphandle, amadokhumenti e-CSI, amadokhumenti ehlukeni okufakwa kwezicelo zomshuwalense wesikweletu, amadokhumenti ezinhlelo zomngcwabo, okungujikelele, impilo yezezimali, ukuthumela ukheshi, ukubhanga emoyeni, i-FOREX: ifomu kanye Elididiyelwe Lokubhalansisa Inkokhelo Isivumelwano Esimisiwe Sefomu Lokuzivikela; Ifomu Lesicelo Sokulawula Ukushintshisana; Ibhukwana Lenkokhelo Yokulawula Ukushintshisana)	√	
	<u>Amafomu Asebhange Amabhizinisi Namadokhumenti</u> ; (Amafomu Ahlukahlukene Okuvula Ama-akhawunti; Amafomu Okufaka Izicelo; Izinqumo Zamabhizinisi; Ukumiswa Okwehlukene; Amafomu Okufunga Nokuqinisekisa; Amafomu Esibambiso Nesiqiniseko; Izivumelwano Ezihlukahlukene Zemalimboleko; Isivumelwano Sokuthengiswa Ngezitolimende; Ifomu Lokuqinisekisa Umshwalense; Amafomu Ahlukahlukene Ezibambiso; Amadabhithi oda; Imiyalelo Yokudonswa Kwemali Emisiwe; Amafomu Ahlukahlukene Okushintshwa Kolwazi Lwamaklayenti) I-FOREX: (Imiyalo Emile ye-Capitec Business; Isimemezelo Se-Cross Border Outward; Isimemezelo Se-Cross Border kanye Nomyalo Wokudlulisela Izimali Ngaphakathi; Isivumelwano		√

Iqoqo lamarekhodi	Izinhlobo Zamarekhodi	Liyatholakala Kusizindalwazi	Liyatholakala lapho licelwa (hhayi ngaphansi kwe-PAIA)
	Sokuhwebelana Ngezimali Ngaphandle Kwezwe; Inkontileka Yokuthenga/Ukuthengisa I-Forward Exchange).		
	<u>Amafomu Encwadi Yefa Nefa</u> <u>Likamufi:</u> Isaziso Sokufa; Ukubikwa Kwefa Loshonile; Ulwazi Lwendlalifa Yakho; Uhlu lwempahla Nephephambuzo; Inqubo Yokuphatha	√	
	<u>Amafomu Ezinsizakalo</u> <u>Zomthengisi:</u> Ifomu Lesicelo Somthengisi; Isivumelwano Zokuthola 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 Neziluleko Zezezimali kanye Nokuxhumana; Umthetho Wezempilo Nokuphepha Emsebenzini	√	√
Ezezimali Kwezamabhezini	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 (i-NCR Credit Provider Registration Certificate); Isitifiketi Sokubhaliswa Njengomhlinzeki Wezinsizakalo (i-Financial Service Provider Registration Certificate) (i-FSB); Isitifiketi Sokuba sesakhiweni (i-Occupancy certificate)		√

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 elinikezwe ngezansi likhombisa izihloko inhlango elinamarekhodi alo 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 aphantelene nabasebenzi; Izimo zokuqashwa kanye namanye amarekhodi ezinkontileka ahlobene nabasebenzi kanye nasishe abhekise noma angabhekisi kwezomthetho; Amarekhodi ophenyo lwangaphakathi namanye amarekhodi angaphakathi; Ukubhalelana okuphathelene nabasebenzi; Amashejuli okuqeqesha kanye nempahla.
Amarekhodi amaklayenti	Ulwazi Lomuntu Siqu: Lokhu kubandakanya imininingwane emayelana namaklayenti akwa-Capitec, njengegama, usuku lokuzalwa, ikheli, imininingwane yokuxhumana, izinombolo zikamazisi (njengenombolo kamazisi yaseNingizimu Afrika noma inombolo yephasipothi), isimo somshado, kanye nomsebenzi.

Izihloko inhlango enamarekhodi alo	Amaqoqo amarekhodi
	<p>Ulwazi Lwezezimali: Imininingwane mayelana nesimo sezimali samaklayenti akwa-Capitec, okuhlanganisa imali engumholo, impahla, izikweletu, umlando wokukweleta, amabhalansi e-akhawunti, umlando wamathransekshini, kanye nokufaneleka ukukweleta.</p> <p>Ulwazi Lwamathransekshini: Amarekhodi okubhanga kwamakhasimende ethu, njengamadiphozithi, ukukhishwa kwemali, ukudluliswa kwemali, izinkokhelo, namanye amathransekshini enziwe ngama-akhawunti awo.</p> <p>Ulwazi lwe-KYC (Know Your Customer): Amadokhumenti engeziwe noma idatha yokuqinisekisa adingwa amabhangwe ukuze athobeke izindinganiso zokulawula, njengobufakazi bobunikazi, ubufakazi bekheli, namanye amadokhumenti asekelayo.</p> <p>Ulwazi Lwephrofayili Yobungcuphe: Lokhu kuhilela ukuhlola okwenziwa yi-Capitec mayelana nezinga lobungozi beklayenti ngokusekelwe ekuziphatheni kwalo kwezezimali, umlando wokukweleta, nezinye izici. Lolu lwazi lusiza i-Capitec inqume izinga lobungozi obuhlobene nokuhlizekwa kwezinsizakalo noma imikhiqizo yezezimali kuklayenti elithile.</p> <p>Amarekhodi Okuxhumana Nokusebenzisana: Noma yikuphi ukuxhumana, imibuzo, izikhalazo, noma ukuxhumana phakathi kwe-Capitec neklayenti, okuhlanganisa ama-imeyili, ukushaywa kwezingcingo, noma imihlangano nomuntu siqu.</p>
<p>Amarekhodi ezinhlangano ezizimele</p>	<p>Amarekhodi ezezimali; Amarekhodi okusebenza; Izinqolobane zolwazi; Ubuchwepheshe bezolwazi; Amarekhodi okuthengisa; Ukuxhumana nokubhalelana kwangaphakathi; Amarekhodi omkhiqizo; 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 aphaathelene 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 aphaathelene nabanye abathintekayo, okuhlanganisa ngaphandle kwemikhawulo osonkontileka, abahlinzeki-mpahla, izinkampani ezingaphansi/ezibambe iqhaza/izinkampani ezisebenzisanyo, izinkampani ezihlanganyele umsebenzi othile, nabahlinzeki ngezinsizakalo. Kungenjalo, lezi ezinye izinhlangothi zingase zibe namarekhodi okungashiwo ukuthi awakwa-Capitec.</p>

8. Amaqoqo Amarekhodi Atholakala Ngokuzenzakalela

Wonke amarekhodi ahlobene nobudlelwano bekhasimende kanye nabakwa-Capitec atholakala ngokuzenzakalelayo ekhasimendeni noma kumfakisicelo ngokwakhe, ngaphandle kokuthi acele la marekhodi ngokwe-PAIA, lapho enikeza ubufakazi

obumhlonzayo nokuqinisekiswa kwalowo onguMfakisicelo. La marekhodi ahlanganisa, phakathi kokunye, izincwadi zokuqedwa kwezikweletu, ukunikezwa kwesikweletu (okuhlanganisa nezicelo ze-akhawunti), imikhiqizo yomshuwalense umfakisicelo anayo, imigomo nemibandela, kanye nezitatimende zama-akhawunti noma izitatimende zasebhange. La marekhodi angase acelwe ngokuthintana nabakwa-Capitec Client Care noma ngokuvakashela igatsha lase-Capitec. Imininingwane yokuxhumana ingatholakala ku-<https://www.capitecbank.co.za/contact-us/>.

9. Ukucutshungulwa Kolwazi Lomuntu Siqu

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/>.

Noma yisiphi isicelo solwazi esiyinxenye yesihloko sedatha esebenzisa amalungelo aso ngokuvumelana ne-POPIA, ngeke kusetshenzwe ngaso ngokuvumelana ne-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 Amarekhodi aphethwe abakwa-Capitec angafinyelelwa ngezicelo kuphela uma izidingo ezidingekayo zokufinyelela sekuhlangatshezwene nazo.
- 10.2 Umfakisicelo yinoma yimuphi umuntu ofaka isicelo sokufinyelela olwazini abakwa-Capitec abanalo. Kunezinhlalo ezimbili zabafakizicelo: ofake isicelo somuntu siqu kanye nomunye ocelayo.
 - 10.2.1 Umuntu ozicelela ulwazi oluqondene naye ungumfakisicelo ozifunela ukufinyelela kumarekhodi akhe ngokwakhe. Abakwa-Capitec bazohlizeka ngokuzithandela ulwazi oluceliwe noma bamvumele athole noma yiliphi irekhodi mayelana nolwazi lomfakisicelo, lapho eseqinisekiswa ngempumelelo umfakisicelo nangokulandela inqubo efanele, isib. I-PAIA noma i-POPIA noma amarekhodi atholakala ngokuzenzakalelayo.
 - 10.2.2 Abanye abafakizicelo banelungelo lokucela ukufinyelela olwazini lwabantu besithathu. Abakwa-Capitec abaphoqelekile ukunikeza ukufinyelela. Umfakisicelo kufanele agcwalise izidingo ezifunekayo zokufinyelela ngokwe-PAIA. Inkokhelo enqunyiwe yokukhiqiza kabusha imininingwane eceliwe izokhokhiswa, uma kudingeka. Umazisi oyiqiniso kanye nobufakazi bamandla kuyadingeka. U-Capitec uzohlizeka amarekhodi kuphela kumfakisicelo mayelana nalokhu ekuqinisekiseni okuyimpumelelo kanye nemvume etholwe kumuntu wolwazi ulwazi okungolwakhe.

11. Inqubo Yokufakwa Kwesicelo

- 11.1 Umfakisisicelo kufanele ahambisane nazo zonke izidingo zenqubo eziqukethwe ku-PAIA eziphathelene nesicelo sokufinyelela irekhodi.
- 11.2 Umfakisisicelo kufanele agcwalise ifomu elinqunyiwe (Ifomu 02) njengoba litholakala kuwebhusayithi yoMlawuli woLwazi (<https://inforegulator.org.za/paia-forms/>) ngaphambi kokuba isicelo se-PAIA sifakwe. Zonke ezinye izinhlelo zefomu zizokwenqasthwa.
- 11.3 Ifomu eligcwalisiwe kanye nokukhokhwa kwemali yesicelo nediphozithi, uma idingeka, kufanele kuthunyelwe Esikhulwini soLwazi ekhelini leposi noma lendawo, inombolo yefeksi noma i-imeyili njengoba kuhlinzekwe esigabeni sesi-3 kule dokhumenti.
- 11.4 Ifomu elinqunyiwe (Ifomu 02) kufanele ligcwaliswe ngemininingwane eyanele kanye nemibhalo esemthethweni eyesekayo nomazisi ukuze okungenani iSikhulu Solwazi sikwazi ukuhlonza:
 - 11.4.1 Irekhodi noma amarekhodi aceliwe
 - 11.4.2 Ukuthi umfakisisicelo ungubani
 - 11.4.3 Lapho kuyi-ejenti efaka isicelo, egameni lesihloko solwazi, amadokhumenti okuhlonza i-ejenti, kanye nobufakazi bamandla ayo (isib. Amandla ommeli nanoma iyiphi enye idokhumenti yenkontileka).
 - 11.4.4 Iyiphi indlela yokufinyelela edingekayo uma isicelo samukelwe
 - 11.4.5 Ikheli leposi noma inombolo yefeksi yomfakisisicelo
- 11.5 Umfakisisicelo kumele asho ukuthi udinga ulwazi ukuze asebenzise noma avikele ilungelo, futhi asho ngokucacile ukuthi hlobo luni lwelungelo okufanele lisetshenziswe noma livikelwe. Ukwengeza kulokho, umfakisisicelo kumele akubeke ngokucacile ukuthi kungani kudingeka asebenzise irekhodi noma ukuvikela lelo lungelo.
- 11.6 Abakwa-Capitec bazocubungula isicelo zingakapheli izinsuku ezingama-30 ekuqinisekiswa ngempumelelo komfakisisicelo noma umuntu wesithathu, ngaphandle uma umfakisisicelo ebeke izizathu ezikhethekile ezizokwanelisa Isikhulu Solwazi ukuthi izimo zikhomba ukuthi izikhathi ezingenhla azikwazi ukuthotshelwa.
- 11.7 Umfakisisicelo uzokwaziswa ukuthi ukufinyelela kuyavunywa noma kwenqatshiwe. Uma, ngaphezu kwalokho, umfakisisicelo edinga izizathu zesinqumo, kufanele asho indlela kanye nemininingwane edingekayo.
- 11.8 Uma isicelo senziwa egameni lomunye umuntu, umfakisisicelo kufanele alethe ubufakazi besikhundla umfakisisicelo enza ngaso isicelo ngendlela egculisa Isikhulu Solwazi.
- 11.9 Uma umfakisisicelo engakwazi ukugcwalisa ifomu elinqunyiwe ngenxa yokungakwazi ukufunda nokubhala noma ukukhubazeka, lowo muntu angenza isicelo ngomlomo esebenzisa i-Capitec Client Care, yona engagcwalisa ifomu egameni lomfakisisicelo emva kwalokho ikhophi yefomu eligcwalisiwe izonikezwa uMfakisisicelo.
- 11.10 Umfakisisicelo kufanele akhokhe imali enqunyiwe ngaphambi kokuba kuqhutshekwe nenqubo yesicelo, uma kudingeka.

12. Izizathu Zokunqatshwa Kokufinyelelwa Kwamarekhodi

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

- 12.1 Isivikelo esiyisibopho sobumfihlo bomuntu oyingxenywe eseceleni ongowemvelo, ongabandakanya 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 ukudalula lokho 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, lwezohwebo, lwesayensi noma lobuchwepheshe, 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.

13. Izisombululo Ezitholakalayo Ngokunqatshwa Kwesicelo Solwazi

13.1 Izisombululo zangaphakathi

Ocelayo onesicelo se-PAIA sokufinyelela ulwazi esinqatshiwe angafaka isikhalazo sangaphakathi e-Capitec. Izikhalazo zangaphakathi kufanele zithunyelwe ngenchwadi

eMnyangweni Wokuthotshelwa Komthetho nge-imeyili kuleli kheli Compliance@capitecbank.co.za. Isikhalazo sangaphakathi kufanele sithunyelwe zingakapheli izinsuku ezingama-60 ngemuva kokwenqatshwa kwesicelo. Umnyango Wokuthotshelwa Komthetho uzophenya isizathu sokwenqatshwa bese ubuyekeza isinqumo esenziwe yiSikhulu Solwazi. Umnyango Wokuthotshelwa Komthetho unezinsuku zebhizinisi eziyi-15 ukuba uphenye isikhalazo. Impendulo izothunyelwe kofake isikhalazo zingakapheli izinsuku zebhizinisi eziyi-15.

Ofaka isicelo onganelisekile ngokwenqatshwa kolwazi ngesikhathi sesikhalazo, kuzodingeka asebenzise izisombululo zangaphandle angazithola futhi uzokhokhela zonke izindleko ezithintekayo.

13.2 Izisombululo zangaphandle

Umfakisisicelo ongagculisekile ngokwenqaba kwesiKhulu soLwazi ukudalula ulwazi, ezinsukwini ezingama-30 zokwaziswa ngesinqumo, angasebenzisa izindlela ezilandelayo:

- 13.2.1 Angafaka isikhalazo kuMlawuli Wolwazi ngokugcwalisa iFomu 5 le-PAIA elikuwebhusayithi yoMlawuli Wolwazi futhi alithumele ku-PAIAComplaints@inforegulator.org.za.
- 13.2.2 Angafaka isicelo eNkantolo enegunya elifanele ukuze athole usizo ngezinhloso ze-PAIA.

14. Izinkokhelo

Izimali nohlaka lwezinkokhelo ngokuqondene Nezinhlango Ezizimele kuyabalulwa kuthebhula elingezansi.

Sr. No.	Incazelo	Inani
1	Imali yesicelo ekhokhwa yiwo wonke umfakisisicelo	R140.00
2	Ukugaywa/ukukopishwa kwekhasi elimnyama nokumhlophe eliyi-A4	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 umfakisisicelo)	R40.00
	Ku-Compact disc uma ihlinzekwe umfakisisicelo	R40.00
	I-Compact disc uma umfakisisicelo eyinikezwa	R60.00
5	Ukukhishelwa kwemifanekiso ebukwayo ngekhasi ngalinye eliyi-A4	Insizakalo izofunwa ngaphandle. Kuzoncika kukhotheshini evela Kumhlinzeki wensizakalo.

Sr. No.	Incazelo	Inani
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 elitholakala:	
	Ku-Flash drive (ezohlinzekwa umfakisiselo)	R40.00
	Ku-Compact disc uma ihlinzekwe umfakisiselo	R40.00
	I-Compact disc uma umfakisiselo eyinikezwa	R60.00
9	Ukucinga nokulungiselela irekhodi ukuze lidalulwe ihora ngalinye noma ingxenywe yehora, kungabalwanga ihora lokuqala, elidingekayo kulokhu kucinga nokulungisa	R145.00
	Kungeqi izindleko eziphelele zama	R435.00
10	Idiphozi: Uma ukucinga lokho kweqe amahora ayisi-6	Ingxenywe 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.

- 14.1. Sicela wazi ukuthi imali noma uhlaka lwezimali ezikhokhwayo lungashintsha kanti imininingwane yakamuva mayelana nalokhu ingatholakala kusizindalwazi soMlawuli ngokuya lapha: <https://inforegulator.org.za/information-regulator-paia-manuals/>.
- 14.2. Isikhulu Solwazi kanye / noma iPhini lesiKhulu Solwazi lingase ngokubona kwalo ligodle irekhodi kuze kube lapho umfakisiselo esekhokhile khona imali edingekayo.

15. Isinqumo

- 15.1 Abakwa-Capitec kuzothi, ezinsukwini ezingama-30 bethole isicelo, banqume ukuthi bayasivuma noma bayasenqaba na isicelo futhi banikeze izizathu, uma kudingeka.
- 15.2 Inkathi yezinsuku ezingama-30 okufanele abakwa-Capitec bathathe isinqumo sokuthi bayasivuma noma bayasenqaba isicelo, singase selulwe kube yisikhathi eside kodwa singeqi kwezinye izinsuku ezingama-30. Uma isicelo singesolwazi oluningi noma sidinga kucingwe ulwazi olukwelinye ihhovisi lakwa-Capitec kodwa ulwazi lolo kungeze kwaba lula ukuluthola ngesikhathi sezinsuku zokuqala ezinqunyiwe ezingama-30, abakwa-Capitec bazokwazisa umfakisiselo ngokumbhalela uma kwenzeka kudingeka kwelulwe isikhathi.

16. Ukutholakala KoMhlahlandlela

- 16.1 Ikhophi yoMhlahlandlela iyatholakala ku-
 - 16.1.1 Iwebhusayithi yakwa-Capitec lapha: <https://www.capitecbank.co.za/privacy-centre/promotion-of-access-to-information/>.
 - 16.1.2 EHhovisi lakomkhulu lakwa-Capitec ukuze ifundwe umphakathi ngamahora ajwayelekile omsebenzi.
- 16.2 Lo mhlahlandlela ungahlinzekwa nangolunye ulimi olusemthethweni lwaseNingizimu Afrika lapho ucelwa ngalo.

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:

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/infocreg/>.
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