

**PROMOTION OF ACCESS TO INFORMATION ACT
SECTION 51 MANUAL**

for

STITCH MONEY PROPRIETARY LIMITED

TABLE OF CONTENTS

1	DEFINITIONS	2
2	INTRODUCTION	4
3	AVAILABILITY OF THIS MANUAL	4
4	HOW TO REQUEST ACCESS TO RECORDS HELD BY THE COMPANY?	5
5	VOLUNTARY DISCLOSURE & PUBLIC RECORDS	7
6	RECORDS AVAILABLE IN ACCORDANCE WITH LEGISLATION	7
7	RECORDS HELD BY THE COMPANY AND AVAILABLE ONLY ON REQUEST	8
8	GROUNDS FOR REFUSAL OF ACCESS TO RECORDS	10
9	REMEDIES AVAILABLE IN REFUSAL OF A REQUEST FOR INFORMATION	11
10	PROCESSING OF PERSONAL INFORMATION	11

ANNEXURES

ANNEXURE A	FORM 2 - REQUEST TO ACCESS RECORDS
ANNEXURE B	FORM 5 - COMPLAINT FORM
ANNEXURE C	FORM 3 – OUTCOME OF REQUEST AND OF FEES PAYABLE

Date	Version Reference	Approved By
11/10/2023	2	Kathryn Santana

1 DEFINITIONS

1.1 In this Manual, unless the context indicates a contrary intention, the following words and expressions bear the meanings assigned to them and cognate expressions bear corresponding meanings —

1.1.1 **“Data Subject”** means the person to whom the Personal Information relates;

1.1.2 **“Company”** means Stitch Money Proprietary Limited, registration number 2018/409288/07, a private company duly incorporated in the Republic South Africa;

1.1.3 **“Information Officer”** means the person acting on behalf of the Company and discharging the duties and responsibilities assigned to the “head” of the Company in terms of PAIA. The Information Officer is duly authorised to act as required and such authorisation has been confirmed by the “head” of the Company in writing;

1.1.4 **“Manual”** means this manual published in compliance with section 51 of PAIA;

1.1.5 **“PAIA”** means the Promotion of Access to Information Act, No. 2 of 2000, as amended from time to time;

1.1.6 **“Personal Information”** means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to –

1.1.6.1 information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, wellbeing, disability, religion, conscience, belief, culture, language and birth of the person;

1.1.6.2 information relating to the education or the medical, financial, criminal or employment history of the person;

1.1.6.3 any identifying number, symbol, email address, physical address, telephone number, location information, any online identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person;

1.1.6.4 the biometric information of the person;

- 1.1.6.5 the personal opinions, views or preferences of the person;
- 1.1.6.6 correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- 1.1.6.7 the views or opinions of another individual about the person; and
- 1.1.6.8 the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person;
- 1.1.7 **“Personnel”** means a person who works for or provides services to or on behalf of the Company and receives or is entitled to receive any remuneration. This includes, without limitation, directors (both executive and non-executive), all permanent, temporary and part-time staff as well as contract workers, shareholders, employees (full-time, part-time or casual), consultants, interns, and ex-employees;
- 1.1.8 **“Record”** means any recorded information, regardless of form or medium, which is in the possession or under the control of the Company, irrespective of whether it was created by the Company;
- 1.1.9 **“Request”** means a request for access to a record of the Company;
- 1.1.10 **“Requester”** means any person, including a public body or a private body or an official thereof, making a request for access to a record of the Company and includes any person acting on behalf of that person;
- 1.1.11 **“Special Personal Information”** means –
 - 1.1.11.1 the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a Data Subject; or
 - 1.1.11.2 the criminal behaviour of a Data Subject to the extent that such information relates to –
 - 1.1.11.2.1 the alleged commission by the Data Subject of any offence; or
 - 1.1.11.2.2 any proceedings in respect of any offence allegedly committed by a Data Subject or the disposal of such proceedings.
- 1.2 Terms not defined in this Manual shall have the meaning as defined in PAIA.

2 INTRODUCTION

- 2.1 The Company is a financial technology business.
- 2.2 This Promotion of Access to Information Manual is published in terms of section 51 of PAIA. PAIA gives effect to the provisions of section 32 of the Constitution, which provides for the right of access to information, held by either the state or private persons, that is required for the exercise and/or protection of any right.
- 2.3 This Manual provides an outline of the type of records and the personal information it holds and explains how to submit requests for access to these records in terms of PAIA.
- 2.4 This Manual applies in respect of the Company. The Information Officer named in paragraph 3.4 below is appointed in respect of the Company.
- 2.5 Only requests for records of the Company are covered by the Manual and requests for records of, or information relating to, other entities will not be considered.

3 AVAILABILITY OF THIS MANUAL

- 3.1 A copy of this Manual is available on our website at: https://stitch.money/legal/stitch_paia-manual.pdf or is available by sending a request for a copy to the Information Officer (whose details are set out in paragraph 3.4 below).
- 3.2 A copy of this Manual may also be inspected at our head office: 9 Kinross Street, Germiston South, Gauteng, 1401
- 3.3 This Manual will be updated from time to time, as and when required.
- 3.4 Contact Details & Information Officer

Name of Private Body	Stitch Money Proprietary Limited
Head of Private Body	Kiaan Pillay
Information Officer	Kathryn Santana
Email address of Information Officer	security@stitch.money
Postal address	9 Kinross Street, Germiston South, Gauteng, 1401
Street address	9 Kinross Street, Germiston South, Gauteng, 1401
Phone number	021 003 3539

- 3.5 How to access this Guide (as described in Section 10 of PAIA)

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

Postal address The Information Regulator

JD House, 27 Stiemens Street, Braamfontein,

Johannesburg 2001

Telephone: 010 023 5200

Website <https://inforegulator.org.za>

E-mail: enquiries@inforegulator.org.za or
PAIAComplaints@inforegulator.org.za

4 HOW TO REQUEST ACCESS TO RECORDS HELD BY THE COMPANY?

4.1 The Requester must comply with all the procedural requirements as set out in PAIA relating to requesting a record held by the Company.

4.2 Pay the prescribed fee

4.2.1 Please note that Requesters are also required to make payment of the prescribed fees for evaluating the request and for providing the records requested, including the requirement to pay a deposit in certain circumstances. Payment must be made before the Company can process the request from the Requester.

4.2.2 The list detailing the prescribed fee payable to the Company in respect of requests and the fees in respect of access to records (if the request is granted) is attached as Annexure C.

4.3 Fill in the prescribed form

For the convenience of Requesters, copies of such forms are included as Annexure A to this Manual and constitute the standard form that must be used for the making of requests in terms of this Manual. Not using this form could cause your request to be refused (if you do not provide sufficient information or otherwise) or delayed.

4.3.1 Requests for access to records must be made to our Information Officer at the address or electronic mail address provided for in paragraph 3.4 above.

4.3.2 The Requester must provide sufficient detail on the request form to enable the Information Officer to (i) identify the record and (ii) the Requester.

4.3.3 The Requester should also indicate which form of access is required and indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.

4.3.4 The Requester must identify the right that they are seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise of protection of that right.

4.3.5 The request will be processed within 30 days of receipt of the completed request forms from the Requester. The request will be evaluated by the Information Officer as well as the representative of the business from which the record is being requested. The Company reserves the right to notify the Requester of an extension period that is required to access the requested information. The said notice will include reasons for such extension, the fact that the required extension period will not exceed 60 days as well as the Requester's right to approach a court via application proceedings for relief in the event that the Requester is against the extension and/or the procedure. Further to that, the Company may notify the Requester whether a deposit is required. This deposit will be determined by factors such as, the format and/or volume of the information requested as well as the time required for the searching for and preparation of the records. The notice will set out the required deposit amount as well as the Requester's right to approach a court via application proceedings for relief in the event that the Requester is against the payment of the required deposit and/or the procedure.

4.3.6 Requestors are reminded that the Company can only provide access to records that are in the possession of the Company and not to records of other entities.

4.3.7 If a request is made on behalf of a person, the Requester must then submit proof, in the form of an affidavit or letter of consent, of the capacity in which the Requester is making the request to the satisfaction of the Information Officer.

4.4 If a Requester is unable to complete the prescribed form because of illiteracy or disability, such a Requester may make an oral request to the Information Officer.

4.5 Kindly note that all requests to the Company will be evaluated and considered in accordance with PAIA. The publication of this Manual and the describing of the categories and subject matter of information held by the Company in this Manual does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of PAIA.

4.6 If it is reasonably suspected that a Requester has obtained access to the Company's records through the submission of materially false or misleading information, legal proceedings may be instituted against such Requester.

5 VOLUNTARY DISCLOSURE & PUBLIC RECORDS

5.1 The Company is not obliged to and has not published a notice in terms of section 52(2) of PAIA regarding the categories of records automatically available without a person having to request access thereto in terms of PAIA.

5.2 Nevertheless, the Company does make certain information freely available on the Company's website from time to time.

5.3 Further, records of a public nature may be accessed directly without the need to submit a formal application. Other non-confidential records, such as those maintained at the Companies and Intellectual Property Commission ("CIPC") may also be accessed directly from the CIPC, and/or other relevant body, without the need to submit a formal application.

5.4 Certain information is also made available to employees of the Company, which is not generally made available to the public. To avoid confusion, such items of information are not listed here but may be obtained by the Company's employees from any group human resource office.

6 RECORDS AVAILABLE IN ACCORDANCE WITH LEGISLATION

6.1 The Company is also required to retain certain records of information in terms of legislation. Unless disclosure is prohibited by such legislation, regulations thereto, contractual undertakings or otherwise, these records will be made available for inspection by a party so requesting. Such request must be made as prescribed in this Manual, the particular legislation (as listed below) and in accordance with the Company's policies and procedures thereon (as applicable).

6.2 The information retained in terms of this legislation will only be made available to the persons or entities specified in the legislation –

6.2.1 Companies Act 71 of 2008;

6.2.2 Income Tax Act 58 of 1962;

- 6.2.3 Value Added Tax Act 89 of 1991;
- 6.2.4 Labour Relations Act 66 of 1995;
- 6.2.5 Basic Conditions of Employment Act 75 of 1997;
- 6.2.6 Employment Equity Act 55 of 1998;
- 6.2.7 Skills Development Act 97 of 1998;
- 6.2.8 Skills Development Levies Act 9 of 1999;
- 6.2.9 Unemployment Insurance Act 63 of 2001;
- 6.2.10 Unemployment Contributions Act 4 of 2002;
- 6.2.11 Compensation for Occupational Injuries and Health Diseases Act 130 of 1993;
- 6.2.12 Occupational Health and Safety Act 85 of 1993;
- 6.2.13 Protection of Personal information Act 4 of 2013;
- 6.2.14 Competition Act 89 of 1998; and
- 6.2.15 Customs and Excise Act 91 of 1964.

7 RECORDS HELD BY THE COMPANY AND AVAILABLE ONLY ON REQUEST

- 7.1 The Company maintains certain records as outlined in this paragraph 7. However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be granted.
- 7.2 All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of PAIA.
- 7.3 If the record requested contains information about a third party, the Company is obliged to inform them of such request. This serves to allow the third party the opportunity to respond by either granting consent to the access request or to provide reasons why the request should be denied. The reasons provided by the third party either for consent or denying access will be considered by the Information Officer in making a final decision regarding whether access should be granted or refused.
- 7.4 All records in the possession of the Company that contain Special Personal Information shall only be provided to the person to whom the Special Personal Information pertains. In the event that the Requester is not the subject of the Special Personal Information then the Requester must submit proof of consent to request such record for their use on behalf of the Data Subject.

7.5 The Company processes certain categories of information. The information is classified and grouped according to the records relating to the following categories (1) Company records; (2) personnel records; (3) other parties' records.

7.6 Company records

7.6.1 The type of records the Company keeps on the Company includes –

7.6.1.1 Financial records;

7.6.1.2 Operational records;

7.6.1.3 Company secretarial records;

7.6.1.4 Records pertaining to intellectual property of the Company;

7.6.1.5 Information technology records;

7.6.1.6 Marketing records;

7.6.1.7 Databases;

7.6.1.8 Internal correspondence;

7.6.1.9 Product records;

7.6.1.10 Statutory records;

7.6.1.11 Internal policies and procedures; and

7.6.1.12 Records held by officials of the Company

7.7 Personnel records

7.7.1 Please note these records can only be requested by the person the record pertains to.

7.7.2 This includes –

7.7.2.1 Any personnel records provided to the Company by its personnel;

7.7.2.2 Any records a third party has provided to the Company about any of its personnel;

7.7.2.3 Conditions of employment and other personnel-related contractual and quasi-legal records;

7.7.2.4 Internal evaluation records and other internal records pertaining to personnel; and

7.7.2.5 Correspondence relating to the personnel.

7.8 Other parties' records

7.8.1 The Company keeps records in respect of other parties including (without limitation): its banks, auditors, legal advisors and consultants, suppliers, service providers, customers, and general market conditions.

7.8.2 In addition, such other parties may possess records which can be said to belong to the Company. The following records fall under this category –

7.8.2.1 Personnel, customer, or Group records which are held by another party as opposed to being held by the Company; and

7.8.2.2 Records held by the Company pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors or suppliers.

7.9 Please note that access to the above records may be subject to a ground for refusal (set out in paragraph 8 below), including, that the records are subject to confidentiality provisions or necessitate permission from a third party.

8 GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

8.1 The Company may legitimately refuse to grant access to records that fall within certain categories. The grounds to refuse access to a particular record/s include –

8.1.1 records contain Personal Information of a third party and must be protected from unreasonable disclosure, including records of a deceased person;

8.1.2 records contain third party commercial information that must be protected from unreasonable disclosure, including records that contain –

8.1.2.1 trade secrets; and/or

8.1.2.2 financial, commercial, scientific or technical information, the disclosure of which would cause or would likely cause harm to the commercial or financial interests of that third party;

8.1.3 disclosure of a record would result in a breach of duty of confidence owed in terms of an agreement to a third party;

8.1.4 disclosure of a record would result in an individual's life being endangered;

8.1.5 disclosure of a record would prejudice or impair the security of property;

8.1.6 disclosure of a record would prejudice or impair the protection of a person under witness protection;

8.1.7 disclosure of a record would prejudice or impair public safety;

- 8.1.8 disclosure of a record is privileged in terms of legal proceedings, unless such privilege has been waived;
- 8.1.9 disclosure of a record would harm the commercial and financial interests of the Company, including records that contain –
 - 8.1.9.1 trade secrets; and/or
 - 8.1.9.2 financial, commercial, scientific or technical information;
- 8.1.10 disclosure of a record would put the Company at a disadvantage in contractual or other negotiations or prejudice it in commercial competition; and
- 8.1.11 disclosure of the research of the Company or a third party on behalf of the Company would expose the Company or such third party or the researcher or the subject matter of the research to serious disadvantage.

8.2 In the event that the requested record cannot be located and it is believed that the record does not exist, then the Company will inform the Requester by way of affidavit or affirmation of the reason for delay or inability to locate the record.

9 REMEDIES AVAILABLE IN REFUSAL OF A REQUEST FOR INFORMATION

- 9.1 The Company does not have its own internal appeal procedures. A decision made by an Information Officer is final.
- 9.2 When a Requester is not satisfied by a decision made by the Information Officer of the Company, for example for refusing access, for imposing fees, or for extending the time period in which the response is due, the Requester may apply to the appropriate court for relief within 180 days of receiving the decision.
- 9.3 The decision of the Company will be reviewed by a court, and a decision will be made by the courts as to whether or not to provide access to the requested records.
- 9.4 Access to information cases may be heard before the Magistrates' Courts as a court of first instance.

10 PROCESSING OF PERSONAL INFORMATION

- 10.1 Please consult the privacy policy of the Company, available on request, for additional detail in respect of –
 - 10.1.1 the purpose of the processing of Personal Information by the Company;
 - 10.1.2 a description of the categories of Data Subjects and of the information or categories of information relating to them;

- 10.1.3 the recipients or categories of recipients to whom the Personal Information may be supplied;
- 10.1.4 planned transborder flows of Personal Information; and
- 10.1.5 a general description of the information security measures implemented by the Company to ensure the confidentiality, integrity and availability of the information which it may process.

11 Availability of the Manual

- 11.1 A copy of the Manual is available- on our website.

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

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.)

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD

(Mark the applicable box with an "X")

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

(Mark the applicable box with an "X")

Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS

(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body (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)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (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)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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.

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	
<p>a) A request fee must be paid before the request will be considered. b) You will be notified of the amount of the access fee to be paid. c) 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. d) If you qualify for exemption of the payment of any fee, please state the reason for exemption</p>	
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 (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

ANNEXURE B



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

COMPLAINT FORM

FORM 5 [Regulation 10]

NOTE:

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

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT (Mark with an "X")

Complainant Personally

Representative of Complainant

Third Party

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

Adv. FDP Tlakula (Chairperson), Adv. LC Stroom Nzama (Full-time Member), Adv. JC Weapond (Full-time Member), Prof. SL Snail ka Mtuze (Part-time Member), Ms. A Tilley (Part-time Member).

FOR INFORMATION REGULATOR'S USE ONLY				
Received by: (Full names)				
Position				
Signature				
Complaint accepted	Yes		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		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):		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**

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)

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	No	
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	No	
If yes, when did you lodge an appeal?			
Have you applied to Court for appropriate relief regarding this matter?	Yes	No	
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**

(Please select one or more of the following to describe your complaint to the Information Regulator)

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>	
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>	
	<i>The tender or payment of a deposit.</i>	
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>	
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>	
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>	
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>	
	<i>Extension period has expired and no response was received.</i>	
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>	
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>	
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>	
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>	
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>	
Failure to disclose records	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	
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>	
Frivolous or vexatious request (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
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:

	<p><i>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.</i></p>
--	--

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

ANNEXURE C

PREScribed FEES IN RESPECT OF PRIVATE BODIES

- 1 PAIA sets out two types of fees –
 - 1.1 An access fee; and
 - 1.2 A request fee.
- 2 When the Information Officer receives a request, h they will inform the Requester to pay the applicable fee before the Information Officer processes the request (if not already done so).
- 3 Request Fee
 - 3.1 The request fee payable by a Requester, other than a personal Requester is R50.00.
 - 3.2 The request fee is non-refundable.
 - 3.3 The request fee must be paid before the request is considered.
- 4 Access fee
 - 4.1 An access fee is payable by all Requesters (including a personal Requester) once a request has been granted.
 - 4.2 This pertains to the actual fees which have to be paid by the Requester for the delivery of their records in the case of private bodies.
 - 4.3 The fee for a copy of the Manual as contemplated in regulation 9(2)(c) is R1.10 for every photocopy of an A4-size page or part thereof.
 - 4.4 The access fees payable by a Requester, other than a personal Requester are as follows:

(a)	For every photocopy of an A4-size page or part thereof	R1,10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0,75
(c)	For a copy in a computer-readable form on –	
	Stiffy disc	R7,50
	Compact disc	R70,00
(d)	(i) for the transcription of visual images, for an A4-size or part thereof	R40,00
	copy of visual images	R60,00

(e)	(i) For a transcription of an audio record, or an A4-size page or part thereof	R20,00
	(ii) For a copy of an audio record	R30,00
(f)	To search for and prepare the record for disclosure For each hour or part of an hour reasonably required for such search and preparation.	R30,00 for each hour or part thereof

5 Exceptions

5.1 If the Information Officer, Deputy Information Officer or Head thinks that the collection and reproduction of documents will take longer than six hours, he or she will inform the Requester (by formal notice) that one third of the access fee is payable upfront as a deposit.

5.2 If the record is not provided in the form requested, the access fee that is charged to the Requester will not exceed the fee that would have been charged if access were granted in the form requested. However, this rule does not apply when an alternate form is required because information had to be severed from the record.