C2 Computer Investments (Pty) Ltd

Registration Number: 2005/036504/07

PAIA MANUAL

Prepared in terms of section 51 of the
Promotion of Access to Information Act 2 of 2000 as amended

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1 "**CEO**" means Chief Executive Officer.

1.2 "**DIO**" means Deputy Information Officer.

1.3 "**IO**" means Information Officer.

1.4 "**Minister**" means the Minister of Justice and Correctional Services.

1.5 "**PAIA**" means the Promotion of Access to Information Act 2 of 2000, as amended.

1.6 "**POPIA**" means the Protection of Personal Information Act 4 of 2013.

1.7 "**Regulator**" means the Information Regulator.

1.8 "**Republic**" means the Republic of South Africa.

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to:

2.1 check the categories of records held by C2 Computer Investments which are available without a person having to submit a formal PAIA request;

2.2 have a sufficient understanding of how to make a request for access to a record of C2 Computer Investments, by providing a description of the subjects on which C2 Computer Investments holds records and the categories of records held on each subject;

2.3 know the description of the records of C2 Computer Investments which are available in accordance with any other legislation;

2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer, where applicable, who will assist the public with the records they intend to access;

2.5 know the description of the guide on how to use PAIA, as updated by the Regulator, and how to obtain access to it;

2.6 know if C2 Computer Investments will process personal information, the purpose of processing personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;

2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;

2.8 know the recipients or categories of recipients to whom personal information may be supplied;

2.9 know if C2 Computer Investments has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and

2.10 know whether C2 Computer Investments has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF C2 COMPUTER INVESTMENTS

3.1 Chief Information Officer / Information Officer

Name: Francois Groenewald

Designation: Chief Financial Officer

Telephone: 010 823 4823

Email: hello@c2group.co.za

The Information Officer has been registered on the Information Regulator eServices portal.

3.2 Deputy Information Officer

C2 Computer Investments has not appointed a Deputy Information Officer.

3.3 Access to Information General Contacts

Email: hello@c2group.co.za

3.4 National or Head Office

Postal Address: 7 Corobrik Str, Meadowdale, Germiston, 1614

Physical Address: 7 Corobrick Str, Meadowdale, Germiston, 1614

Telephone: 0741176150

Email: hello@c2group.co.za

Website: www.c2group.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA, referred to as the "Guide", in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2 The Guide is available in each of the official languages and in braille.

4.3 The aforesaid Guide contains the description of:

4.3.1 the objects of PAIA and POPIA;

4.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of:

4.3.2.1 the Information Officer of every public body; and

4.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;

4.3.3 the manner and form of a request for:

4.3.3.1 access to a record of a public body contemplated in section 11 of PAIA; and

4.3.3.2 access to a record of a private body contemplated in section 50 of PAIA;

4.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

4.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging:

4.3.6.1 an internal appeal;

4.3.6.2 a complaint to the Regulator; and

4.3.6.3 an application with a court against a decision by the Information Officer of a public body, a decision on internal appeal, a decision by the Regulator or a decision of the head of a private body;

4.3.7 the provisions of sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.8 the provisions of sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.3.9 the notices issued in terms of sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and

4.3.10 the regulations made in terms of section 92 of PAIA.

4.4 Members of the public can inspect or make copies of the Guide from the offices of public and private bodies, including the office of the Regulator, during normal working hours.

4.5 The Guide can also be obtained:

4.5.1 upon request to the Information Officer; and

4.5.2 from the website of the Regulator at: https://www.justice.gov.za/inforeg/

4.6 A copy of the Guide is available in the following official language for public inspection during normal office hours:

4.6.1 English

5. CATEGORIES OF RECORDS OF C2 COMPUTER INVESTMENTS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following categories of records are available without a person having to submit a formal PAIA request. These records may be available on C2 Computer Investments' website, may be downloaded from the website, or may be requested telephonically, by email or in writing.

Category of Records	Types of Record	Available on Website	Available upon Request
Company information	Company profile, business information, contact details and website information	X	X
Marketing information	Product information, service information, brochures, catalogues and promotional material, where applicable	X	X
Compliance information	PAIA Manual, B-BBEE certificate or affidavit where applicable, and other publicly available compliance documents	X	X
Public website records	Website content, general business descriptions, contact information and publicly published information	X	X

6. DESCRIPTION OF THE RECORDS OF C2 COMPUTER INVESTMENTS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

The following records are created and/or available in accordance with applicable South African legislation.

Category of Records	Applicable Legislation
Memorandum of Incorporation and company registration records	Companies Act 71 of 2008
Company statutory records, director records and shareholder records	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
POPIA compliance records and privacy-related records	Protection of Personal Information Act 4 of 2013

Category of Records	Applicable Legislation
Employee records, employment contracts, leave records and HR records	Basic Conditions of Employment Act 75 of 1997
Labour relations and disciplinary records	Labour Relations Act 66 of 1995
Payroll, PAYE and tax records	Income Tax Act 58 of 1962
VAT records	Value-Added Tax Act 89 of 1991
UIF records	Unemployment Insurance Act 63 of 2001
Skills development and training records	Skills Development Act 97 of 1998 and Skills Development Levies Act 9 of 1999
COIDA records	Compensation for Occupational Injuries and Diseases Act 130 of 1993
Health and safety records	Occupational Health and Safety Act 85 of 1993
Employment Equity records	Employment Equity Act 55 of 1998
B-BBEE records, where applicable	Broad-Based Black Economic Empowerment Act 53 of 2003 and applicable Codes of Good Practice
Financial statements, accounting records and audit records, where applicable	Companies Act 71 of 2008, Income Tax Act 58 of 1962 and Value-Added Tax Act 89 of 1991

7. DESCRIPTION OF THE SUBJECTS ON WHICH C2 COMPUTER INVESTMENTS HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

C2 Computer Investments holds records relating to its business as a holding company with interests in the motor and allied industries. C2 Computer Investments owns, manages and supports a portfolio of businesses providing technology, software, artificial intelligence, internet-based platforms and other commercial solutions, while overseeing the strategic management, governance and operational support of its group companies.

Subjects on which the Body Holds Records	Categories of Records
Corporate and statutory records	Company registration documents, Memorandum of Incorporation, director records, shareholder records, resolutions, statutory registers and CIPC records
Financial and tax records	Accounting records, invoices, statements, banking records, VAT records, tax records, management accounts, financial statements and audit records where applicable
Human resources and payroll records	Employee files, employment contracts, payroll records, leave records, disciplinary records, performance records, training records, recruitment records and employee correspondence

Subjects on which the Body Holds Records	Categories of Records
Customer/client records	Customer information, contracts, orders, quotations, correspondence, account information, delivery information and transaction records
Supplier and service provider records	Supplier agreements, supplier details, invoices, payment records, procurement records, service provider correspondence and B-BBEE information where applicable
Operational and manufacturing records	Manufacturing records, product records, stock and inventory records, quality records, logistics records, delivery records and operational correspondence
Sales and marketing records	Product brochures, catalogues, quotations, price lists, promotional material, website content and customer communications
Legal and compliance records	Contracts, agreements, policies, licences, permits where applicable, PAIA records, POPIA records, regulatory correspondence and compliance records
Health and safety records	Occupational health and safety records, incident records, workplace safety documents, safety policies and related registers
IT and information security records	IT policies, user access records, system records, backup records, security measures and records relating to information systems
Website and communications records	Website enquiries, online contact forms, email correspondence, cookies and website usage records where applicable

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

C2 Computer Investments processes personal information for purposes including, but not limited to:

8.1.1 conducting and managing its business operations;

8.1.2 manufacturing, supplying and distributing automotive accessory products;

8.1.3 communicating with customers, clients, suppliers, service providers, employees, contractors, consultants and other stakeholders;

8.1.4 concluding, administering and performing contracts;

8.1.5 processing orders, quotations, invoices, payments and deliveries;

8.1.6 managing customer and supplier relationships;

8.1.7 managing employment relationships, payroll, leave, benefits, training, recruitment, disciplinary matters, performance and other human resources functions;

8.1.8 complying with legal, tax, labour, regulatory, statutory and reporting obligations;

8.1.9 maintaining financial, accounting, operational and statutory records;

8.1.10 managing access to C2 Computer Investments's premises, systems, facilities and information;

8.1.11 protecting the rights, property and legitimate interests of C2 Computer Investments, its employees, customers, suppliers and other third parties;

8.1.12 marketing its products and services, where lawful;

8.1.13 responding to enquiries, complaints, requests and communications;

8.1.14 responding to PAIA, POPIA and other legal or regulatory requests; and

8.1.15 any other purpose reasonably required for C2 Computer Investments's lawful business activities.

8.2 Description of the Categories of Data Subjects and of the Information or Categories of Information Relating Thereto

C2 Computer Investments may process personal information relating to the following categories of data subjects:

Categories of Data Subjects	**Personal Information that may be Processed**
Employees	Names, identity numbers, passport numbers, contact details, addresses, employment history, qualifications, banking details, tax numbers, payroll information, leave records, disciplinary records, performance records, training records, medical information where legally required, next-of-kin details, race and gender information where legally required
Job applicants	Names, contact details, CVs, qualifications, employment history, references, interview notes, background screening information where applicable and other recruitment-related information
Customers/clients	Names, contact details, addresses, company details, registration numbers, VAT numbers, order history, account information, payment information, delivery information, correspondence and contractual information
Suppliers/service providers	Names, contact details, company registration details, VAT numbers, banking details, agreements, invoices, payment records, B-BBEE information where applicable and correspondence

Categories of Data Subjects	Personal Information that may be Processed
Directors/shareholders	Names, identity numbers, passport numbers, contact details, addresses, statutory information, directorship information, shareholding information and related corporate records
Website users	Names, email addresses, contact details, enquiry information, cookies, usage data, technical information and related website interaction records where applicable
Visitors	Names, contact details, company details, access records, visitor registers and CCTV footage where applicable
Contractors/consultants	Names, contact details, identity or company information, agreements, payment information, access records and correspondence
Regulatory bodies and public authorities	Names, contact details, official correspondence, statutory filings and regulatory communications where applicable

8.3 The Recipients or Categories of Recipients to whom the Personal Information may be Supplied

C2 Computer Investments may supply personal information to recipients or categories of recipients where required for lawful business purposes, contractual purposes, operational purposes, compliance purposes or where required by law.

The following recipients or categories of recipients apply:

Category of Personal Information	Recipients or Categories of Recipients to whom the Personal Information may be Supplied
Employee information	Payroll providers, HR consultants, auditors, accountants, SARS, Department of Employment and Labour, UIF, COIDA administrators, benefit providers and insurers
Financial and tax information	Accountants, auditors, banks, SARS, financial institutions and tax advisers
Customer/client information	Courier/logistics providers, service providers, insurers, legal advisers, IT providers and other operational service providers
Supplier/service provider information	Banks, accountants, auditors, SARS, procurement platforms, B-BBEE verification agencies where applicable and other business service providers
Website/user information	Website hosting providers, IT service providers, analytics providers, email service providers and marketing service providers
Legal/compliance information	Legal advisers, consultants, regulators, courts, law enforcement authorities and other public bodies where required by law
Visitor/access information	Security service providers, building management, law enforcement authorities where required and internal authorised personnel

8.4 Planned Transborder Flows of Personal Information

C2 Computer Investments may process or store personal information through its business management systems, cloud-based platforms or third-party service providers in the course of managing its corporate, governance and business operations and providing strategic oversight and support to its group companies. This may result in personal information being stored on servers located outside the Republic of South Africa, depending on the infrastructure, hosting location and operational arrangements of the relevant service providers.

Where personal information is transferred outside the Republic, C2 Computer Investments will take reasonable steps to ensure that such transfer complies with POPIA and that appropriate safeguards are in place.

8.5 General Description of Information Security Measures to be Implemented by the Responsible Party to Ensure the Confidentiality, Integrity and Availability of the Information

C2 Computer Investments implements, or may implement, reasonable technical and organisational security safeguards to protect personal information against loss, damage, unauthorised access, unauthorised disclosure, unlawful processing, destruction or compromise.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of this Manual is available:

9.1.1 on C2 Computer Investments' website at www.c2group.co.za

9.1.2 at the head office of C2 Computer Investments for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in Annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The Information Officer of C2 Computer Investments will, on a regular basis, update this Manual as and when required.

11. REQUEST PROCEDURE IN TERMS OF PAIA

Any individual or interested party (hereafter called requester) may in terms of Section 50 of PAIA request access to records held by C2.

To request access to a record of C2, a requester must complete the form annexed to this manual marked “Annexure A”.

A requester must provide sufficient detail on the prescribed form to allow C2 to identify the record or records which have been requested and the identity of the requester. If a request is made on behalf of another person or entity, the requester must submit details and proof of the capacity in which the requester is making the request, which must be reasonably satisfactory to C2. The requester is also required to indicate the form of access to the relevant records that is required, and to provide his, her or its contact details in the Republic of South Africa.

The requester must identify the right that he, she or it is seeking to exercise by accessing records held by C2 and must explain why the particular record or records requested is or are required for the exercise or protection of that right.

C2 may, and must in certain instances, refuse access to records on any of the grounds set out in Chapter 4 of Part 3 of PAIA which include: that access would result in the unreasonable disclosure of personal information about a third party, that it is necessary to protect the commercial information of a third party or of C2 itself, that it is necessary to protect the confidential information of a third party, that it is necessary to protect the safety of individuals or property, that a record constitutes privileged information for the purpose of legal proceedings, and that it is necessary to protect the research information of a third party or C2 itself. Access to documents may also be refused based on professional privilege.

C2 is required to inform a requester in writing of its decision in relation to a request in the form of a reply as set out in Annexure B. If the requester wishes to be informed of C2’s decision in another manner as well, this must be set out in the request and the relevant details included, to allow C2 to inform the requester in the preferred manner.

C2 will decide in relation to a request for records within 30 days of receiving it, unless third parties are required to be notified of the request or the 30-day period is extended as provided for in PAIA. C2 will notify the requester if the 30-day period for processing a request is to be extended.

Where a request is refused, a requester may submit a complaint in writing to the Information Regulator within 180 days of being informed of the refusal of the request, in the prescribed manner and form for appropriate relief.

A requester may only lodge an application to the Court after exhausting the Information Regulator complaints procedure. The requester may apply to the Court within 180 days of the decision of the Information Regulation in the prescribed manner and form for appropriate relief. The Court will determine whether the records should be made available or not.

12. FEES PAYABLE

The fees payable by requesters to enable access to information is described in the table below:

Item	Description	Amount
1.	Request fee payable by every requester	R140,00
2.	Photocopy of A4-size page	R2,00 per page or part thereof
3.	Printed copy of A4-size page	R2,00 per page or part thereof
4.	Copy in a computer-readable form on:	
	• flash drive (to be provided by requester)	R40,00
	• compact disc – if provided by requester	R40,00
	• compact disc – if provided to the requester	R60,00
5.	Transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24,00
8.	Copy of an audio record on:	
	• flash drive (to be provided by requester)	R40,00
	• compact disc – if provided by requester	R40,00
	• compact disc – if provided to the requester	R60,00
9.	To search and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	R145,00
	To not exceed a total cost of	R435,00
10.	Deposit – if the search exceeds 6 hours	One third of amount per request, calculated in terms of items 2 to 8 above.
11.	Postage, e-mail, or any other electronic transfer	Actual expense, if any.

ANNEXURE A (FORM 2)

REQUEST FOR ACCESS TO A RECORD

HELD BY C2 COMPUTER INVESTMENTS (PTY) LTD

[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.***

PARTICULARS OF PRIVATE BODY		
Postal address	**Physical address**	**Information Officer contact details**
The Information Officer 7 Corobrik Str Meadowdale Germiston 1614	The Information Officer 7 Corobrik Str Meadowdale Germiston 1614	**Name:** Francois Groenewald **Tel No.:** 010 823 4823 **Email:** hello@c2group.co.za

MARK WITH AN X

☐ Request is made in my own name ☐ Request is made on behalf of another person.

1. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

PERSONAL INFORMATION				
Full names and surname				
Identity number				
Capacity in which request is made (when made on behalf of another person)				
Postal address				
Street address				
Email address				
Contact numbers	Tel:		Facsimile:	
	Cellular:			

Full names and surname of person on whose behalf request is made (if applicable)				
Identity number				
Postal address				
Street address				
Email address				
Contact numbers	Tel:		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 space provided is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.*	
Description of record or relevant part of the record	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD *(Mark the appropriate box with an "X")*	
Record is in written or printed form	☐
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	☐
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 TO RECORD *(Mark the appropriate 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 appropriate 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)*	

2. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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 requested record is required for the exercise or protection of the aforementioned right	

FEES	
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 therefor.*	
Reason for exemption from payment of fees	

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 ONLY	
Reference number	
Request received by (State rank, name and surname of Information Officer)	
Date received	
Access fees	
Deposit (if any)	

_____

SIGNATURE OF INFORMATION OFFICER

ANNEXURE B (FORM 3)

OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8]

Note:

1. If your request is granted the—
   (a) amount of the deposit (if any) is payable before your request is processed; and
   (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

_____

_____

Your request dated _____, refers.

1. You requested:

Personal inspection of information 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) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Part 4 below.	☐

OR

2. You requested:

Printed copies of the information (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 information on flash drive (including virtual images and soundtracks)	☐
Copy of information on compact disc drive (including virtual images and soundtracks)	☐
Copy of record saved on cloud storage server	☐

3. To be submitted:

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)*	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive – to be provided by requestor	R40.00		
(ii) Compact disc – if provided by requestor	R40.00		
(ii) Compact disc – if provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size page	R24.00		
Copy of an audio record on:			
(i) Flash drive – to be provided by requestor	R40.00		
(ii) Compact disc – if provided by requestor	R40.00		
(ii) Compact disc – if provided to the requestor	R60.00		
Postage, e-mail, or any other electronic transfer	Actual costs		
		TOTAL	

5. Deposit payable (if search exceeds six hours):

☐ Yes ☐ No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	

The amount must be paid into the following bank account:

Name of bank	
Name of account holder	
Type of account	
Account number	
Branch code	
Reference number	
Submit proof of payment to	

Signed at _____ this _____ day of _____ 20_____

_____

INFORMATION OFFICER

ANNEXURE D (FORM 5)



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 the 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 (hereinafter 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 relates 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 authorising 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 a request (PAIA form) for access to a record of a public/private body?	Yes	☐	No	☐
Have 30 days lapsed from the date on which you submitted your PAIA form?	Yes	☐	No	☐
Did you exhaust all the internal appeal procedures 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	☐

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 the 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 was 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 the matter was adjudicated by the Court. Please attach the 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 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.	☐

PART F **DETAILED TYPE OF ACCESS TO RECORDS** *(Please select one or more of the following to describe your complaint to the Information Regulator)*		
Refusal of a request for access (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A(3)(b) of PAIA)	I requested access to information held by a body and that request was refused or partially refused.	☐
The body requires me to pay a fee, and I feel it is excessive (Sections 22 or 54 of PAIA)	Tender or payment of the prescribed fee.	☐
	The tender or payment of a deposit.	☐
Repayment of the deposit (Section 22(4) of PAIA)	The Information Officer refused to repay a deposit paid in respect of a request for access which is refused.	☐
Disagree with time extension (Sections 26 or 57 of PAIA)	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.	☐
Form of access denied (Section 29(3) or 60(a) of PAIA)	I requested access in a particular and reasonable form and such form of access was refused.	☐
Deemed refusal (Section 27 or 58 of PAIA)	It is more than 30 days since I made my request, and I have not received a decision.	☐
	Extension period has expired, and no response was received.	☐
Inappropriate disclosure of a record (Mandatory grounds for refusal of access to record)	Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonably been disclosed.	☐
No adequate reasons for the refusal of access (Section 56(3)(a) of PAIA)	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.	☐
Partial access to record (Section 28(2) or 59(2) of PAIA)	Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.	☐
Fee waiver (Section 22(8) or 54(8) of PAIA)	I am exempt from paying any fee and my request to waive the fees was refused.	☐
Records that cannot be found or do not exist (Section 23 or 55 of PAIA)	The Body indicated that some or all of the requested records do not exist, and I believe that more records do exist.	☐
Failure to disclose records	The Body decided to grant me access to the requested records, but I have not received them.	☐
No jurisdiction (exercise or protection of any rights) (Section 50(1)(a) of PAIA)	The Body indicated that the requested records are excluded from PAIA, and I disagree.	☐
Frivolous or vexatious request (Section 45 of PAIA)	The Body indicated that my request is manifestly frivolous or vexatious and I disagree.	☐
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 authorise 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