



BUYSELLHUB

PAIA MANUAL

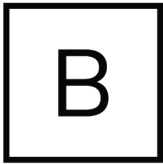
PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION
ACT 2 OF 2000 (AS AMENDED) AND THE PROTECTION OF PERSONAL INFORMATION ACT 4
OF 2013 (AS AMENDED)

OF

BUY SELL HUB (PTY) LTD

Registration number: 2022/607323/07

("Buy Sell Hub")



COMPILED: APRIL 2023

1. INTRODUCTION

Buy Sell Hub understands the importance of transparency and the Constitutional right of access to information and will do our utmost best to ensure that anyone who requires access to any record to fully exercise and protect their rights has access to the PAIA Guide prepared by the Regulator as well as assistance from Buy Sell Hub in undertaking the request process. Buy Sell Hub takes extreme care to ensure all the records we hold are protected from unlawful access and are processed in accordance with South African law. To this end, Buy Sell Hub has prepared this PAIA manual in accordance with the requirements of section 51 of PAIA to assist anyone where they seek to request access to information held by Buy Sell Hub under PAIA.

2. DEFINITIONS AND INTERPRETATION

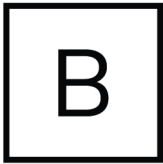
In this Agreement, unless otherwise indicated by context, the following words and expressions bear the meanings assigned to them and cognate expressions bear corresponding meanings:

- 2.1. "CEO" means the Chief Executive Officer;
- 2.2. "DIO" means the Deputy Information Officer;
- 2.3. "IO" means Information Officer;
- 2.4. "PAIA" means the *Promotion of Access to Information Act, 2 of 2000*, as amended;
- 2.5. "POPI" means the *Protection of Personal Information Act, 4 of 2013*, as amended;
- 2.6. "Regulator" means the Information Regulator established in terms of section 39 of POPI;
- 2.7. "Regulations" means the regulations published in terms of section 92 of PAIA; and
- 2.8. "South Africa" means the Republic of South Africa.

3. PURPOSE OF BUY SELL HUB PAIA MANUAL

The purpose of this PAIA manual is to assist anyone to:

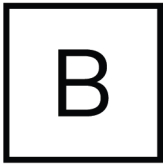
- 3.1. review the categories of records held by Buy Sell Hub which are available without having to submit a formal PAIA request;
- 3.2. understand how to make a request for access to a record of Buy Sell Hub, by providing a description of the subjects on which we hold records and the categories of records held under each subject;
- 3.3. review the types of records of Buy Sell Hub which are available in accordance with any other legislation;
- 3.4. access all the relevant contact details of the IO of Buy Sell Hub who will assist with the records anyone intends to access;
- 3.5. understand how to access the guide on how to use PAIA, as updated by the Regulator;



- 3.6. understand whether Buy Sell Hub will process personal information, the purposes for which we process personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.7. distinguish the categories of data subjects and of the information or categories of information relating thereto;
- 3.8. identify the third parties to whom personal information may be supplied by Buy Sell Hub;
- 3.9. identify if Buy Sell Hub has planned to transfer or process personal information outside of South Africa and the parties to whom the personal information may be transferred; and
- 3.10. understand the appropriate security measures which Buy Sell Hub employs to ensure the confidentiality, integrity and availability of the personal information we process.

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, updated and made available the revised Guide on how to use PAIA (“PAIA 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 POPI.
- 4.2. The Regulator has made the PAIA Guide available in each of the official languages of South Africa and in braille.
- 4.3. The PAIA Guide contains the following:
 - 4.3.1. The objects of PAIA as well as POPI;
 - 4.3.2. How to access the postal address, telephone number and email address of every registered IO and DIO (for both public and private bodies);
 - 4.3.3. The manner and form of 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 IO of a body in terms of PAIA and POPI;
 - 4.3.5. the assistance available from the Regulator in terms of PAIA and POPI;
 - 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 POPI, 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 IO of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;



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- 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.
- 4.4. Anyone can inspect or make copies of the PAIA Guide from Buy Sell Hub's offices as well as, the office of the Regulator, during normal working hours.
- 4.5. The PAIA Guide can also be obtained -
 - 4.5.1. upon request to Buy Sell Hub's IO;
 - 4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).
- 4.6. A copy of the PAIA Guide is also available in the following two official languages, for public inspection during normal office hours-
 - 4.6.1. English; and
 - 4.6.2. Afrikaans.

5. BUY SELL HUB CONTACT DETAILS FOR ACCESS TO INFORMATION

5.1. **INFORMATION OFFICER**

Name: Charne Janse Van Rensburg
Telephone: 012 023 2032 ext 200
Email: officer@buysellhub.co.za

5.2. **DEPUTY INFORMATION OFFICER**

Name: Liani Groenewald
Telephone: 012 023 2032 ext 202
Email: do@buysellhub.co.za

5.3. **GENERAL CONTACT:**

Email: info@buysellhub.co.za

5.4. **BUY SELL HUB HEAD OFFICE**

- 5.5. Physical Address: 1st Floor FlexiSpace Offices, 92 Koranna Avenue, Doringkloof, Centurion, Gauteng, 0157
- 5.6. Postal Address: Postnet Suite 030, Private Bag X21, Queenswood, Gauteng, 0121
- Telephone number: 012 023 2032



Website: www.auctioncalendar.co.za and www.buyselland.co.za

6. PROCEDURE TO REQUEST ACCESS TO INFORMATION

- 6.1. A request for access to information for a record held by Buy Sell Hub must be made on a form which corresponds substantially to that of Form 2 of the Regulations (attached hereto as Annexure A) along with proof of payment of the prescribed fee to Buy Sell Hub's IO at the details listed above.
- 6.2. When completing Form 2 or a form substantially similar, a requester must provide clear and accurate information and clearly state the right which the requestor seeks to exercise or protect, the record which they are seeking to access and an explanation as to how such record will assist them to exercise or protect their rights.
- 6.3. Buy Sell Hub has 30 (thirty) days within which to respond to any request received. Once a decision has been made, Buy Sell Hub's IO will inform a requester of their decision whether to grant or refuse a request and any fees payable on a form that corresponds substantially to that of Form 3 of the Regulations.
- 6.4. Buy Sell Hub may refuse a request for access to a record on any of the grounds listed in Chapter 4 of PAIA (which are listed in the PAIA Guide).
- 6.5. A requestor is required to pay the request fee before a request will be processed. The request fee is listed in Annexure B to the Regulations. The current request fee payable is **R140 (one hundred and forty rand) per request**.
- 6.6. The request fee must be paid into Buy Sell Hub's nominated bank account, which details are available from our IO on request.

7. REMEDIES

- 7.1. If a requestor is unhappy with a decision made by Buy Sell Hub, they may submit a complaint to the Regulator.
- 7.2. A complaint to the Regulator must be made on a form which corresponds substantially to that of Form 5 of the Regulations, which is attached hereto as Annexure B. A complaint to the Regulator must be lodged within 180 (one hundred and eighty) days of receipt of the decision from Buy Sell Hub.
- 7.3. The complaint will then follow the dispute resolution process described in the Regulations as well as the PAIA Guide.

8. RECORDS AVAILABLE WITHOUT REQUEST

- 8.1. The following records are made freely available by Buy Sell Hub and do not require any request to access:

Category of records	Types of the Record	Where Available
Buy Sell Hub Policies	Auction Calendar Privacy Policy.	On Website
Buy Sell Hub Policies	Auction Calendar Terms of Use	On Website
Buy Sell Hub Policies	Buy Sell Land Privacy Policy.	On Website

Category of records	Types of the Record	Where Available
Buy Sell Hub Policies	Buy Sell Land Terms of Use	On Website
Buy Sell Hub Policies	Auction Listing Requirements	On Website
Buy Sell Hub Policies	Buy Sell Land Registration Requirements	On Website

9. RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

9.1. The following records are freely available to the public in accordance with legislation –

Category of Records	Applicable Legislation
Buy Sell Hub Memorandum of Incorporation	Companies Act 71 of 2008
Buy Sell Hub PAIA Manual	Promotion of Access to Information Act 2 of 2000
Buy Sell Hub Privacy Policies	Protection of Personal Information Act 4 of 2013

10. SUBJECTS AND CATEGORIES OF RECORDS HELD

10.1. Buy Sell Hub holds records on the following subjects:

Subject of Records	Categories of Records
Company Secretarial	Memorandum of Incorporation; share certificates, resolutions, director registrations, minutes of meetings, share register
Human Resources	HR policies and procedures; available employment opportunities; employee records
Finance	Banking/bank account records; contractual agreements, accounting records, financial statements and reports, invoices
Insurance	Insurance policy documents
Intellectual Property	Trademarks, copyright, knowhow, and contractual agreements; original designs
Tax	Income tax records, contractual agreements



Subject of Records	Categories of Records
Commercial Agreements	Service level agreements; employee agreements, contractor agreements
Property	Lease agreements
Information Technology	Software licenses, data protection measures, data retention formulae, breach recovery processes

11. PROCESSING OF PERSONAL INFORMATION

11.1. Purpose of Processing

11.1.1. Buy Sell Hub processes personal information for legitimate business purposes and as a necessary function of a client's engagement with Buy Sell Hub's services with such client's express consent. Buy Sell Hub therefore processes personal information in the following circumstances:

- 11.1.1.1. to provide our services to a client;
- 11.1.1.2. for internal record keeping;
- 11.1.1.3. to contact a client regarding current or new Buy Sell Hub services or any other product offered by us;
- 11.1.1.4. to inform client's of any new features, special offers and/or promotional competitions offered by Buy Sell Hub or any of our divisions and/or partners;
- 11.1.1.5. to receive and accept services from independent contractors;
- 11.1.1.6. to allow client's to participate in any online engagement through the Buy Sell Hub platforms;
- 11.1.1.7. to provide it to authorised third party service providers who need personal information to provide services to Buy Sell Hub;
- 11.1.1.8. to provide it to mandated government authorities when instructed to do so for legal compliance only (such as the Income Tax Act, FICA);
- 11.1.1.9. to improve Buy Sell Hub's product selection and user experiences on Buy Sell Hub's website through analytical data.

11.2. Data Subjects and Information Processed

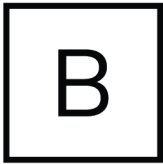
As a responsible party, Buy Sell Hub processes the following information from the following list of data subjects:

Data Subjects	Personal Information that may be processed
Clients / Platform Users	Information from on-boarding which includes personal information; contact details; bank account information; identity documentation; address and company information.
Service Providers	Company information such as name, registration number, VAT information, registered address, Information obtained from service level agreements such as, trade secrets confidential information and banking information.
Employees / Possible Employees / Directors / Shareholders	Full name, identify documentation, address, contact information, educational qualifications (including curriculum vitae), gender, race, banking information, tax information and medical information.
Independent Contractors / Sub-Contractors	Company information such as name, registration number, VAT information, registered address, and/or personal information such as full name, address, identity number, contact information, and information obtained from contractual agreements such as confidential information, banking information and/or tax information.

11.3. Third Party Recipients to whom Buy Sell Hub shares personal information.

In accordance with our operational requirements, Buy Sell Hub shares personal information with the following third parties –

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity, Contact, Communication, Financial, Transactional, Contractual, Technical and Usage information.	Website provider and developers.
Identity, Contact, Communication, Financial, Transactional, Contractual, Technical and Usage information for client and internal communication.	Marketing and communication software providers
Identity, Contact, Communication, Financial, Transactional, Contractual, Technical and Usage information for platform management.	Analytical software providers



11.4. International Transfers

11.4.1. Buy Sell Hub may transfer personal information outside of South Africa in the following circumstances:

11.4.1.1. Personal information which is stored using secure cloud servers hosted outside of South Africa.

11.4.2. Whenever Buy Sell Hub transfers any personal information outside of South Africa, we always ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards are implemented:

11.4.2.1. there are contracts in place with all such third parties, providing warranties that they will process the personal information at standards equal to or better than those applied by Buy Sell Hub; and

11.4.2.2. Buy Sell Hub will only transfer personal information to countries that have been deemed to provide an adequate level of protection for personal information by the Regulator.

11.5. Data Security

11.5.1. To prevent the personal information Buy Sell Hub processes from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed by using two factor authentication during registration, with a code via email, not on each login, firewalls, antivirus protection, and secure software and operating systems. All information processed is also restricted to only those individuals who need access.

12. AVAILABILITY OF PAIA MANUAL

12.1. A copy of this PAIA Manual is available-

12.1.1. on our websites, www.auctioncalendar.co.za and www.buyselland.co.za;

12.1.2. at our offices during ordinary business hours;

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

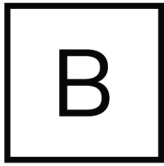
12.1.4. to the Information Regulator upon request.

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

13. UPDATE TO THIS PAIA MANUAL

13.1. This PAIA Manual will be regularly updated by Buy Sell Hub's IO.

13.2. This PAIA Manual was last updated on 06 April 2023.



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Thank you for your interest and if you have any questions, please direct them to the IO of Buy Sell Hub.

Charné Janse Van Rensburg

Information Officer



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ANNEXURE A

Paia Form 2:

Request For Access To Record

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 <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: <input type="text"/>
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
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
(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:	

FEEES	
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>

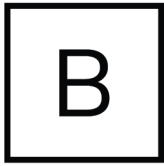
Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer



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ANNEXURE B

Paia Form 5:
Complaint Form

Buy Sell Hub (Pty) Ltd

P: 012 023 2032 | E: info@buysellhub.co.za | A: 92 Koranna Avenue, Doringkloof, Centurion, 0157

Registration Number: 2022/607323/07 | VAT Number: 4620307274



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/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	

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 <i>(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)</i>			
Full Names of Representative			
Nature of representation			
Identity Number / Registration Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		

PART C THIRD PARTY INFORMATION <i>(Please attach letter of authorisation)</i>			
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				
<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		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				
<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>	
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:

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