

Get in touch with us



INFORMATION REGULATOR (SOUTH AFRICA)

*Ensuring protection of your personal information
and effective access to information*

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PAIA
Promotion of Access
to Information Act

POPIA
Protection of Personal
Information Act



INFORMATION REGULATOR (SOUTH AFRICA)

The Information Regulator is a constitutional body, which is independent and accounts only to the National Assembly. It is responsible for ensuring the protection of personal information and effective access to information to South African citizens. It exercises its powers and performs its functions in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA) and Promotion of Access to Information Act 2 of 2000 (PAIA).

Our vision is to be "a world-class institution in the protection of personal information and the promotion of access to information." We commit to realising this vision by striving for excellence, being responsive and serving the communities with impartiality. We are committed to working hard to execute our constitutional mandate by ensuring respect, protection, enforcement and fulfilment of the right to privacy and the right of access to information.

COMPLAINTS PROCESS

POPIA:

Should you feel that your personal information has been violated or there has been interference with your personal information you may lodge a complaint by

- Filling out Form 5 obtainable from our website, or you may visit our offices and or an arrangement may be made for you to complete the form telephonically
- Send the completed form to POPIAComplaints@info regulator.org.za
- The Regulator will assess the complaint and determine whether the complaint is valid
- Then we will or the Regulator will conduct a pre-investigation timeously.
- The Regulator will communicate the outcomes of the investigation to the complainant.

PAIA:

Should you be denied access to information by a public or private body you may lodge a complaint by

- Filling out Form 5 obtainable on our website or should you not be able to fill the form the Regulator may assist you to complete the form
- Send the completed form to PAIAComplaints@info regulator.org.za
- Then we will or the Regulator will conduct a pre-investigation timeously
- The Regulator will communicate the outcomes of the investigation to the complainant.

OUR 2022-2027 PRIORITIES

- Percentage of complaints received investigated and finalised
- The number of targeted responsible parties monitored on compliance
- Percentage of the nationally-representative sample of the population who are aware of their right to privacy (as it relates to the protection of personal information)
- Percentage of the nationally-representative sample of the population who are aware of their right of access to information
- The number of education programmes conducted to promote the protection of personal information and access to information

OUR CORE FUNCTIONS FOR POPIA ARE:

- To provide education
- To monitor and enforce compliance
- To consult with interested parties
- To handle complaints
- To conduct research
- Provide guidelines to assist bodies to develop or apply codes of conduct
- To facilitate cross border cooperation in the enforcement of the privacy laws

OUR CORE FUNCTIONS FOR PAIA ARE:

- To handle complaints and conduct investigations
- To compile and make available a guide in an easily comprehensible form and manner for persons who wishes to exercise any rights contemplated in POPIA and PAIA
- Monitor implementation of PAIA

OUR OBJECTIVE

“All persons are empowered to assert their right to privacy, as it relates to protection of personal information, and their right of Access to information”

SUMMARY OF THE STRATEGIC PLAN 2022-2027

- The Regulator will develop and conduct robust educational and awareness programmes to advance the public's understanding of POPIA and PAIA with a particular focus on disadvantaged communities countrywide.
- It will also establish an Enforcement Committee. The Committee considers a complaint after an investigation, and makes recommendation on action to be taken against a public or private body who may have been in contravention with POPIA and or PAIA.
- We will also develop agreements with training service providers and universities on partnerships with the Regulator to develop and provide educational programmes on POPIA and PAIA.
- We will also ensure that there is a proper management of complaints process and records to ensure the protection of all persons personal information and effective access to information.
- Increasing human resource capacity.