



INFORMATION REGULATOR (SOUTH AFRICA)

Ensuring protection of your personal information
and effective access to information



Lodging a Complaint with the Information Regulator

PAIA AND POPIA COMPLAINTS PROCESS.

▶ POPIA

Any person may submit a complaint to the Regulator in the prescribed manner and form alleging interference with the protection of the personal information of a data subject.

▶ PAIA

A requester or third party may only submit a complaint to the Regulator after that requester or third party has exhausted the internal appeal procedure against a decision of the Information Officer of a public body or head of private body.

Should you feel that your personal information has been violated, a complaint to the Regulator must be made in writing. Should for any reason and circumstance the person wishing to lodge a complaint is not able to do so in writing, the Regulator must give reasonable assistance to the person.

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Should your PAIA request be denied or there is no response from public or private bodies for access to records, a complaint to the Regulator must be made in writing. Should for any reason and circumstance the person wishing to lodge a complaint is not able to do so in writing, the Regulator must give reasonable assistance to the person.

Complete the prescribed POPIA form 5 downloadable from www.inforegulator.org.za and send it to POPIAComplaints@inforegulator.org.za

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You may use and complete the prescribed PAIA form 5 downloadable from www.inforegulator.org.za and send it to PAIAComplaints@inforegulator.org.za

The Regulator must as soon as reasonably practicable advise the complainant and the responsible party to whom the complaint relates of the course of action that the Regulator will take. The Regulator may on its own initiative commence an investigation into the interference with the protection of the personal information.

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The Regulator after receipt of a complaint may either investigate the complaint in the prescribed manner or refer the complaint to the Enforcement Committee. It may also decide to take no action on complaint if the case requires no further action. The Regulator must also as soon as reasonably possible after receipt of a complaint, advise the complainant and information officer or head of a private body to whom the complaint relates on the course of action that the Regulator proposes.

General
Enquiries

010 023 5200
enquiries@inforegulator.org.za

PAIA & POPIA
Complaints

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