

ITC Business Administrators (ITC BA) PoPIA Compliant Form

Submit a privacy complaint to the Chief Executive Officer and Information Officer.

We are committed to safeguarding your privacy and the confidentiality of your personal information and are bound by the Protection of Personal Information Act.

How to submit your complaint

Complete the relevant sections, save the form and send it with supporting documents to the Information Officer using the email or delivery address in section 2 of the SSDA PAIA manual published on this website.

There is no fee to lodge a complaint with SSDA. This form assists you; you may raise a complaint in another suitable format or ask the Information Officer for help. Attach extra pages where needed. Give only information relevant to your complaint. Do not include passwords, PINs or full payment card details.

1 Your details

Full name or organisation name

Email address or preferred correspondence address

Telephone number and preferred contact method

Postal or business address and postal code if relevant

Account or other reference if known

An account reference is optional. Do not attach an identity document routinely. SSDA may request proportionate identity or authority verification through a secure channel before disclosing personal information.

2 Who you are acting for

- ☐ Myself
☐ Another person or organisation
☐ Public interest or another capacity

Affected person or organisation if different from you

Your capacity and authority to act or interest in the complaint

If acting for someone else, attach authority where applicable. Explain any assistance, language or accessibility needs below.

Assistance needed or confidentiality concerns if any

Details of your complaint

3 Nature of the privacy concern

Select all that apply. You do not need to identify a legal section or prove a contravention to report a concern.

- ☐ Collection or use of information ☐ Unauthorised disclosure or access
☐ Loss or inadequate security ☐ Incorrect information or retention
☐ Objection or correction request not addressed ☐ Unsolicited direct marketing
☐ Automated decision or profiling concern ☐ Other privacy concern

When and where did it happen or when did you discover it

Relevant SSDA team person, creditor, or service provider if known

Describe what happened and why you are concerned

What personal information was involved and who was affected

Any harm ongoing risk or urgent action needed

4 Previous contact and supporting documents

Previous requests or complaints including dates references and responses

List attached evidence such as correspondence screenshots or call details

Keep copies of your submission. Redact unrelated third-party information where possible. Supporting documents may be supplied later if not immediately available.

Resolution and your rights

5 Outcome you are seeking

Explain the action or response you would like SSDA to consider

Examples include an explanation, investigation, correction, lawful deletion, stopping unlawful processing or a review of an automated decision. Deletion or an objection does not automatically cancel a debt or override a lawful retention obligation. For a formal objection or correction request, the Information Officer can assist with the appropriate POPIA Form 1 or Form 2.

6 How your complaint information will be used

SSDA collects your contact details, complaint information and relevant evidence to assess, investigate and respond to your complaint, verify identity or authority where necessary, and meet applicable legal duties. SSDA may obtain relevant information from its staff, systems, the mandating creditor or service providers. Processing must have an appropriate POPIA lawful basis; this form does not require blanket consent or waive your rights.

Providing information is voluntary. Missing contact details may prevent a reply; insufficient details may limit an investigation. Information may be shared only where necessary and lawful with authorised staff, relevant creditors, contracted service providers, advisers or competent authorities. Request restricted disclosure and explain your reasons if needed; absolute confidentiality cannot be guaranteed where lawful investigation or disclosure requires otherwise.

Complaint records are retained only for as long as justified by the purpose, applicable legal requirements and lawful holds, then securely destroyed or de-identified. See the published SSDA PAIA manual for its address, processing disclosures and safeguards, including relevant transfers outside South Africa. You may request access to your information, correction or deletion where permitted, or object to processing on applicable grounds by contacting the Information Officer.

7 Declaration

I confirm that the information is accurate to the best of my knowledge and that I have explained my capacity where acting for someone else. This declaration does not restrict my right to complain to the Information Regulator.

Name and signature or typed name

Date and place

8 Complaint to the Information Regulator

You may complain to the Information Regulator under section 74 of POPIA. You do not have to complete SSDA's internal process first. This SSDA form is not the Regulator's prescribed POPIA Form 5 and does not lodge a complaint with the Regulator.

Official complaint instructions: <https://inforegulator.org.za/complaints/>

Online portal: <https://eservices.inforegulator.org.za/>

Official POPIA Form 5: <https://inforegulator.org.za/popia-forms/>

POPIA complaints email: POPIAComplaints@inforegulator.org.za

Telephone: 010 023 5200 | General enquiries: enquiries@inforegulator.org.za

SSDA form version 1.0 | 9 October 2026. Prepared with reference to the Information Regulator POPIA forms, complaint guidance and regulation 7 as amended in April 2025. PAIA complaints use a separate process.