



TPay Trusted

PRIVACY AND PAIA COMPLAINT FORM

Internal Privacy, POPIA and PAIA Complaint Submission

Entity	TPPPAY Proprietary Limited
Trading as	TPay
Registration Number	2025/544950/07
Website	www.tppp.africa
Submission Email	rgwenzi@tppp.africa

Submission instructions: Please complete this form and email it, together with supporting documents, to rgwenzi@tppp.africa.

This is TPay's internal privacy and PAIA complaint submission form. It is not the Information Regulator's external Form 05.

A. Complainant Details

Full name		
Email address		
Contact number		
Identity number or company registration number,		
Complainant Type		
<input type="checkbox"/> Consumer or payer	<input type="checkbox"/> Merchant	
<input type="checkbox"/> Website user	<input type="checkbox"/> Data subject	
<input type="checkbox"/> Requester under PAIA	<input type="checkbox"/> Authorised representative	
<input type="checkbox"/> Other		
Preferred Contact Method		
<input type="checkbox"/> Email	<input type="checkbox"/> Phone	<input type="checkbox"/> Other

B. Complaint Category

- POPIA objection issue
- Correction or deletion request issue
- Access to personal information issue
- PAIA access request issue
- Delayed response
- Refused access request
- Personal information security concern
- Suspected unauthorised disclosure
- Inaccurate personal information
- Privacy complaint linked to Payment Service
- Other

C. Related Request Details

Previous request reference, if any	
Date request was submitted	
Person or department previously contacted	
Summary of prior response received, if any	

Previous Form Submitted

- | | |
|---------------------------------------|--|
| <input type="checkbox"/> POPIA Form 1 | <input type="checkbox"/> POPIA Form 2 |
| <input type="checkbox"/> PAIA Form 02 | <input type="checkbox"/> TPay Complaint Form |
| <input type="checkbox"/> Other | <input type="checkbox"/> Not applicable |

D. Complaint Description - what happened, when it

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E. Supporting Documents

- Copy of previous request
- Proof of identity
- Authority to act on behalf of another person
- Correspondence with TPay
- Screenshots
- Proof of payment or transaction reference, where relevant
- Other supporting documents
- No supporting documents attached

F. Requested Outcome

<input type="checkbox"/>	Response to outstanding request
<input type="checkbox"/>	Access to record
<input type="checkbox"/>	Correction of personal information
<input type="checkbox"/>	Deletion or destruction of personal information
<input type="checkbox"/>	Explanation of processing
<input type="checkbox"/>	Restriction or objection to processing
<input type="checkbox"/>	Internal escalation
<input type="checkbox"/>	Written outcome
<input type="checkbox"/>	Other

Declaration

I confirm that the information provided in this form is true, accurate and complete to the best of my knowledge. I understand that TPay may process the information provided in this form to assess, investigate, respond to and manage my privacy, POPIA or PAIA-related complaint, and may share relevant information with authorised personnel, service providers, advisers, regulators or lawful authorities where reasonably required and lawful.

Complainant name	
Signature	
Date	