



# INFORMATION REGULATOR (SOUTH AFRICA)

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

## **PUBLIC ALERT: NEW EMAIL ADDRESSES**

The Information Regulator (Regulator) would like to bring to the attention of the public, its new email addresses for service requests and enquiries. The Regulator's email system now operate under a new domain in order to ensure accessibility to the public and stakeholders.

The Regulator, like any responsible party is obligated to ensure that its contact details are made publicly accessible. The Regulator upholds the spirit and letter of the law in Section 15 of the Promotion of Access Act No.2 of 2000 (PAIA), which provides for voluntary disclosure and automatic availability of information by public and private bodies.

Specific email addresses have been set up for specific purposes as outlined below;

**General enquiries:** [enquiries@info regulator.org.za](mailto:enquiries@info regulator.org.za).

### **Complaints (complete POPIA/PAIA form 5)**

- [PAIAComplaints@info regulator.org.za](mailto:PAIAComplaints@info regulator.org.za) - should your PAIA request be denied or there is no response from a public or private bodies for access to records you may use this email address to lodge a complaint.
- [POPIAComplaints@info regulator.org.za](mailto:POPIAComplaints@info regulator.org.za) – should you feel that your personal information has been violated, you may use this e-mail address to lodge a complaint

## Manual registration of Information Officers:

- [Registration.IO@inforegulator.org.za](mailto:Registration.IO@inforegulator.org.za) – the registration portal for the registration of information officers is currently under construction. Manual applications may be submitted to the above email address.

## Compliance

- [POPIACompliance@inforegulator.org.za](mailto:POPIACompliance@inforegulator.org.za); This e-mail address should be used for POPIA compliance matters such as:
  - Applications for Prior Authorisations
  - Applications for Exemption
  - Applications for Processing of Information of Children
  - Applications for Processing Special Information
  - Applications for Codes of Conduct
  - Security Compromise notices (Data breaches)
- [PAIACompliance@inforegulator.org.za](mailto:PAIACompliance@inforegulator.org.za); This e-mail address should be used for:
  - Requests for assessment of non-compliance with PAIA.
  - Submission of PAIA annual report by public and private and bodies.
  - Requests for access to the records of the Information Regulator.

Issued by order of the Chief Executive Officer of the Information Regulator

Mr. Mosalanyane Mosala

15 October 2021