 Eskom	I-manual ye-PAIA/POPIA	I-Eskom Holdings SOC LTD
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**UMTHETHO WOKUGQUGQUZELA UKUTHOLAKALA KOLWAZI
(PAIA)**

futhi

**UMTHETHO WOKUVIKELWA KOKWAZISWA KOMUNTU SIQU
(POPIA)**

**I-MANUAL ye-
ESKOM HOLDINGS SOC LTD (“ESKOM”)**

Ilungiselelwe ngokuhambisana neSigaba-14 soMthetho Wokukhuthaza Ukutholakala Kolwazi-2 ka-2000 kanye nokuhlangabezana nezidingo zoMthetho Wokuvikelwa Kolwazi Lomuntu Siqu-4 ka-2013

	I-manual ye-PAIA/POPIA	I-Eskom Holdings SOC LTD
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**Isihlo I-Manual ye-PAIA/POPIA
ko:**

Isikhombi Somqulu 559-993009770

**Inombolo Ehlukile
Yokubhekisela: : n/a**

**Indawo
yokusebenza: I-Eskom Holdings SOC Ltd**


**:
Indawo yokusebenza Ezomthetho Nokuhambisana
:**

**Ukubukeza 02
:**

**Ingqikithi Yamakhasi 13
:**


**Usuku
Lokubuyekezwa
Okulandelayo: Novemba 2025**

**Ukwehlukaniswa
Kokudalulwa: Ukudalulwa Okulawulwayo**

	<p>I-manual ye-PAIA/POPIA</p>	<p>I-Eskom Holdings SOC LTD</p>
---	-------------------------------	---------------------------------

Uhlu Lokuphakathi

1. Isandulela.....	4
2. Isingeniso.....	4
3. Ukutholakala Kwe-manual	4
4. Inhloso ye-manual.....	4
5. Ukubuka konke kwe-Eskom	5
6. Ukumelwa kwabathintekayo kanye nokubonisana ngenqubomgomo	6
7. Amarekhodi atholakala ngokuzenzakalelayo	8
8. Ukucela ulwazi kwabakwa-Eskom	8
9. Inqubo yokucela ulwazi	9
10. Izindlela zokulungisa ezikhona kumfakisicelo	10
11. Umthetho Wokuvikelwa Kolwazi Lomuntu Siqu (POPIA)	11
12. Amalungelo Abantu Okuqondene Nabo Idatha	13

	<p>I-manual ye-PAIA/POPIA</p>	<p>I-Eskom Holdings SOC LTD</p>
---	-------------------------------	---------------------------------

1. ISANDULELA

Njengesakhamuzi esiyisibonelo sebhizinisi, i-Eskom isekela ngokuphelele umoya kanye nencwadi yoMthetho Wokukhuthaza Ukufinyelela Kolwazi-2 ka-2000 (**PAIA**) kanye noMthetho Wokuvikelwa Kolwazi Lomuntu Siqu-4 ka-2013 (**POPIA**). Inqubomgomo yethu, okungenani, ukuhambisana nayo yonke imithetho, futhi ngaleyo ndlela siqinisekisa ukuthi izidingo zomthetho zifakiwe kuzinqubomgomo, izinqubo namazinga e-Eskom.

2. ISINGENISO

Umthetho Wokukhuthazwa Kokutholakala Kolwazi-2 ka-2000 wenziwa ngenhloso yokukhuthaza isiko lokungafihli lutho nokuziphendulela ezinhlanganweni zomphakathi nezizimele ngokunikeza amandla elungelo lokutholakala kolwazi njengoba kunikezwe eSigabeni-32 soMthethosisekelo waseNingizimu Afrika ka-1996.

Lo Mthetho usungula izinqubo zokuzithandela nezibophayo zokunikeza amandla ilungelo lomthethosisekelo lokuthola ulwazi ngendlela eyenza abantu bakwazi ukuthola amarekhodi ezikhungo zomphakathi nezangasese ngokushesha, ngezindleko eziphansi nangendlela elula ngangokunokwenzeka.

Umthetho wokuvikelwa kolwazi lomuntu siqu-4 ka-2013 uthuthukisa ukuvikelwa kanye nobumfihlo bolwazi lomuntu siqu olucutshungulwa yizinhlangano zikahulumeni kanye nezizimele futhi unikeza amandla ilungelo lomthethosisekelo lobumfihlo kanye nokufinyelela olwazini lomuntu siqu olugcinwe yinhlangano yomphakathi noma yangasese.

3. UKUTHOLAKALA KWALE-MANUAL

Le ncwajana ingatholakala kuwebhusayithi ye-Eskom ku-

www.eskom.co.za,


noma ngokucela ikhophi nge-imeyili ku

PAIA@eskom.co.za or POPIA@eskom.co.za. I-PAIA Manual iyatholakala futhi ehhovisi lika-Eskom elise Megawatt Park, 1 Maxwell Drive Sunninghill.

Uma unenkinga yokusebenzisa lo mhlahlandlela, unganqikazi ukuxhumana nesikhulu solwazi / isekela lesikhulu solwazi usebenzisa amakheli e-imeyili abhalwe ngenhla.

4. INHLOSO YALE-MANUAL

Inhloso yale-manual ngokuyinhloko ukunikeza inqubo yokufinyelela kumarekhodi aphelele yi-Eskom nokunikeza incazelo yolwazi lomuntu siqu oluphethwe yi-Eskom.

	<p>I-manual ye-PAIA/POPIA</p>	<p>I-Eskom Holdings SOC LTD</p>
---	-------------------------------	---------------------------------

5. UKUBUKA KONKE KWE-ESKOM

Ibhizinisi Eliyinhloko

I-Eskom iyinkampani edidiyelwe ekhiqiza, idlulise nge-NTCSA (National Transmission Company of South Africa), futhi isabalalise ugesi.

I-Eskom ikhiqiza u-95% kagesi osetshenziswa eNingizimu Afrika.

I-Eskom Enterprises, inkampani ephethwe ngokuphelele yi-Eskom, kanye nezinkampani ezingaphansi kwayo, isebenza njengendlela okwenziwa ngayo yonke imisebenzi ye-Eskom engalawulwa, ngaphakathi nangaphandle kweNingizimu Afrika. Imikhakha eyinhloko yebhizinisi le-Eskom Enterprises ukuthuthukiswa kwengqalasizinda,

ukusebenza kwebhizinisi lezemandla, izinsizakalo ezikhethekile zamandla kanye nokuphishekela amathuba abalulekile ebhizinisini elihlobene noma elibucayi, njengobuchwepheshe bolwazi kanye nezokuxhumana ngocingo. **Amazwe lapho imisebenzi itholakala khona**

I-Eskom isebenza eNingizimu Afrika kanye nakwamanye amazwe asesifundeni se-SADC (Southern African Development Community), nehhovisi layo eliyinhloko eliseGoli, eNingizimu Afrika.

Ubunikazi Ubunikazi be-Eskom busezandleni zikahulumeni waseNingizimu Afrika.

Uhlobo lwezimakethe namakhasimende akhonzwayo

Ugesi uthengiselwa amakhasimende ezimboni, ezimayini, ezentengiselwano, ezolimo, nezindawo zokuhlala, kanye nabasabalalisi.

Ukwehlukani kwekuthengiswa ngokwamazwe/izifunda


Iningi lokuthengiswa eNingizimu Afrika, nephesenti elincane kuphela lokuthengiswa esifundeni esiseNingizimu ye-Afrika.

Ulwazi olwengeziwe ngezici zezomnotho, ezemvelo nezomphakathi

I-Eskom izibophezele ekuzivumelaniseni nezinhlelo zamazwe omhlaba zokubika ngokusimama. Ngaphezu kwalokho, ulwazi lwezemvelo nolwezenhlalakahle luyatholakala kuwebhusayithi ye-Eskom.

6. UKUMELWA KWABATHINTEKAYO KANYE NOKUBONISANA NGENQUBOMGOMO.

I-Eskom ibheka abathintekayo njengababalulekile ebhizinisini layo futhi iyawazisa amagalelo nemibono yabo. I-Eskom isebenzelana nabathintekayo bayo ngokubamba iqhaza ezinkundleni kanye nasemakomitini nabasebenzi abahlelekile futhi isebenzelana namakhasimende ayo kanye

	I-manual ye-PAIA/POPIA	I-Eskom Holdings SOC LTD
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nabatshalizimali. Uhulumeni uqondisa inqubomgomo ngaphakathi kwe-Eskom, ikakhulukazi uMnyango wabaninimasheya e-Eskom kanye ne-National Energy Regulator yaseNingizimu Afrika (i-NERSA). Ulwazi oluqoqwe kuwo wonke amaqembu lusetshenziselwa ukunquma inqubomgomo ngaphakathi kwe-Eskom.

Izakhiwo zokubamba iqhaza zabasebenzi abahlelekile

I-Eskom isungule izakhiwo ezifanele zokubamba iqhaza nabasebenzi abahlelekile ukuqinisekisa ukuthi abasebenzi bangathonya izinqumo ezibathinta ngendlela enenjongo. Inqubo yokuthonya izinqumo ifaka phakathi, kodwa ayikhawulelwe, izindlela zokubonisana nokwabelana ngolwazi. Izinqumo zithonywa ngamaforamu ahluhlukeni anezisebenzi ezihleliwe, njengeForamu Yeqembu Likazwelonke Lezingxenywe, iForamu Yokubonisana Ephakathi (CCF), iForamu Yokuxoxisana Ephakathi (CBF) neForamu Yamasu (SF). La makomiti nezinkundla zichazwe ngezansi:

Iforamu Yeqembu Likazwelonke Lezingxenywe

Iforamu Yeqembu Lezingxenywe Likazwelonke iphatha izindaba ezinomthelela eqenjini lonke.

Iforamu Yokubonisana Ephakathi (CCF)

I-CCF iyisithangami sokuxoxisana kwamazwe nokwabelana ngolwazi. Zonke izindaba ezinomthelela ku-Eskom zidingidwa kulesi sithangami. Zonke izimiso ezisebenza kwiForamu Yeqembu Likazwelonke Lokwahlukana nazo ziyasebenza lapha.


Isikhungo Esiyinhloko Sokuxoxisana

Lena yindawo lapho kuxoxiswana khona ngamaholo nezimo zomsebenzi njalo ngonyaka. Izinkinga ezisingathwa kule nkundla zinomthelela ku-Eskom yonke futhi kungenzeka zingaphathwa kunoma iyiphi enye inkundla. Uma i-CCF iphakamisa izinkinga, zidinga ukudluliselwa kulesi sithangami.

IForamu Yamasu

Lesi sithangami lapho kuxoxwa khona ngezindaba eziphakeme zamasu nezindaba zomgomo. Kodwa-ke, ihlala iyinkundla yokwabelana ngolwazi futhi ayikwazi ukusetshenziswa njengenhlango yokudlulisa amacala kwezinye izakhiwo. Ukuhambela kule nkundla kukhawulelwe kumalungu aphezulu okuphatha e-Eskom kanye nasezinhlangothini zabasebenzi.

Ukuxhumana namakhasimende

	<p>I-manual ye-PAIA/POPIA</p>	<p>I-Eskom Holdings SOC LTD</p>
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I-Eskom iyawazisa amakhasimende ayo futhi ixhumana nawo njalo. Impendulo itholakala njalo kumakhasimende ethu, futhi iziphakamiso zinikeza ukwaziswa okubalulekile ebhizinisini lethu.

Ukuxhumana nabatshalizimali

I-Eskom ixhumana njalo nabatshalizimali bayo, iqinisekisa ukuthi bayatshelwa ngezinguquko ezenzeka ngaphakathi kwe-Eskom nokuthi kwenziwa imibukiso ejwayelekile ezweni lonke.

I-NERSA


Ngokuhlelwa kabusha komkhakha wokuhlinzekwa kukagesi, i-NERSA izobheka ezinye izinketho ezikhona ezikhungweni kanye nezimakethe zikagesi ukuvumela ukuncintisana nokukhetha kwamakhasimende futhi ngaleyo ndlela kuqede ubukhosi buka-Eskom ekukhiqizeni ugesi. I-NERSA ikholelwa ukuthi kubalulekile ukuthi izwe lethu libe nombono wemboni yokuhlinzekwa kukagesi ukuze sonke sazi ukuthi siya ngaphi. Ushintsho embonini kumelwe luhlelwe, luhlelwe ngezigaba, futhi luqhubeke. Ukuze kuqinisekiswa impumelelo yalo mkhakha, i-NERSA ikhuthaza intuthuko elandelayo:

- Ukusungulwa nokusebenza komkhakha wokuphakelwa kukagesi osebenzayo futhi osebenza kahle
- Ukuqeda ubushiqela emkhakheni wokukhiqiza nokusabalalisa
- Ukuhleleka kwamanani entengo kanye namanani entengo
- Ukunikeza amakhasimende ilungelo lokukhetha umhlinzeki wabo wezinsiza zikagesi
- Ukwakha imakethe kagesi
- Ukwethula ukuncintisana embonini, ikakhulukazi emkhakheni wokukhiqiza
- Ukubhekana nomthelela wokukhiqiza nokusabalalisa emvelweni kanye nokudlulisa nge-NTCSA (National Transmission Company of South Africa).
- Ukuvumela ukufinyelela okuvulekile, okungenabandlululo ohlelweni lokudlulisa ngokusebenzisa i-NTCSA
- Ukulinganisa amathuba phakathi kwabasakaza ugesi

Ukukhuthaza ukubamba iqhaza komkhakha wangasese embonini

7. AMAREKHODI ATHOLAKALA NGOKUZENZAKALELAYO


Ngalokhu sikunikeza uhlu lwamarekhodi atholakala ngokuzenzakalelayo kuwebhusayithi yethu www.eskom.co.za kubaceli ngaphandle kokuba umuntu acele ukufinyelela ngokwemigomo ye-PAIA:

	I-manual ye-PAIA/POPIA	I-Eskom Holdings SOC LTD
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- Imibhalo yokubhalisa inkampani ephathelene ne-Eskom Holdings SOC Ltd (ephethwe yi-CIPC ayikhokhelwa)
- Iziphatimende zezimali zonyaka ze-Eskom Holdings SOC Ltd
Umbiko wokusimama we-Eskom Holdings SOC Ltd

8. UKUCELA ULWAZI KWABAKWA-ESKOM

Umthetho ohlobene ungafinyelelwa ngokuchifoza izixhumanisi kukholomu engakwesokudla.	Isixhumanisi Sokukhuphula Ukufinyelela Olwazini-2, 2000 (Inhlanguanisela Yokukhuthaza Ukutholakala Kolwazi) Isixhumanisi sokuvikelwa kolwazi lomuntu siqu uMthetho-4, 2013 https://www.justice.gov.za/infoereg/legal.html
I-imeyili: PAIA@eskom.co.za POPIA@eskom.co.za	Ifomu lesicelo: PAIA / POPIA - Eskom Ifomu Lesikhalo Sangaphakathi: INTERNAL APPEAL InfoRegSA-PAIA-Form04-Reg9.pdf (eskom.co.za)
U-Dan Marokane- Isikhulu Esiphezulu seQembu	I-Eskom Holdings SOC Ltd Isikhulu Sezokwaziswa
U-Jerome Mthembu - Umphathi weQembu Wezomthetho Nokuhambisana	Isikhulu Sokwaziswa-Ezomthetho Nokulandela
U-Faith Burn - Umphathi Omkhulu Wezokwaziswa	Isikhulu Sokwaziswa Isithunywa-Iqembu Lezobuchwepheshe Bolwazi
U-Norbit Williams -Umphathi Omkhulu Wezinsizakalo Zokulawulwa Kwe-IT	Isekela Lomphathi Wezokwaziswa -Iqembu Lobuchwepheshe Bolwazi
U-Moleka Tshabalala - Umeluleki Omkhulu - Ezomthetho Nokuhambisana	Isekela Lomphathi Wezokwaziswa -Ezomthetho Nokulandela
Imininingwane yokuxhumana	Ikheli lendawo: Eskom Ipulazi leMegawatt I-Maxwell Drive ISunninghill ISandton

	<p>I-manual ye-PAIA/POPIA</p>	<p>I-Eskom Holdings SOC LTD</p>
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9. INQUBO YOKUCELA ULWAZI

Izicelo zolwazi zingenziwa ku-inthanethi noma ngenye indlela:

- Phrinta ifomu lesicelo elisemthethweni elitholakala ekhasini lewebhu (amakhophi engeziwe angatholakala kwelinye lamakheli angezansi).
- Gcwalisa zonke izinkambu efomini lesicelo noma ubhale imininingwane kabusha nge-imeyili.
- Thumela isicelo sakho kuleli kheli le-imeyili elilandelayo: PAIA@eskom.co.za
- I-Eskom izozama ukuphendula zingakapheli izinsuku ezingu-30 ukuthi ngabe ulwazi lwakho luyatholakala yini nokuthi ungaluthola kanjani futhi kuphi.
- Ezimweni ezithile, kungadingeka ukuthi ukhokhe imali ku-Eskom ngaphambi kokuba uthole irekhodi olicelile. I-Eskom izoqala ukufuna ulwazi oludingekayo kuphela ngemuva kokukhokha imali.
- Emva kokuthola inkokhelo, i-Eskom ingakunika irekhodi ngendlela oyicelile noma ngendlela irekhodi elikhona ngayo ngaphandle uma ukwenqaba ukufinyelela kumarekhodi kuvunyelwe ngokwemigomo ye-PAIA.

10. IZINDLELA ZOKULUNGISA EZIKHONA KUMFAKISICELO

- Sicela uqaphele ukuthi kuzosisiza ekufezeni isicelo sakho uma uhambisana nezinqubo ezibekwe kuleli dokhumenti.
- Ngakho-ke, uyakhuthazwa ukuba usebenzise ifomu lesicelo elijwayelekile elisetshenziswa yizo zonke izinhlangano zikahulumeni lapho ufaka isicelo sakho.
- Sicela futhi uqinisekise ukuthi ukhombisa isikhundla noma ukuqokwa kwakho enhlanganweni osebenzela yona ukuze usisize ekucubunguleni isicelo sakho.
- Uma ucela ulwazi egameni lomuntu wesithathu, sicela uchaze ukuthi uhlobene kanjani nalowo muntu noma inhlangano bese ufaka negunya lakho lokusebenza egameni lalowo muntu noma inhlangano ukuze singakwenqabeli ukufinyelela kuwe ngesisekelo sokuthi lolo lwazi luyimfihlo kulelo qembu.

	<p>I-manual ye-PAIA/POPIA</p>	<p>I-Eskom Holdings SOC LTD</p>
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- Uma unokukhubazeka noma ungakwazi ukufunda noma ukubhala, sicela uthintane nesikhulu solwazi/iphini lesikhulu solwazi, esizokusiza ekugcwaliseni isicelo sakho, futhi sikuthumelele ikhophi ebhaliwe yesicelo.

AMAKHAMB I ATHOLAKALAYO KUMUNTU OCELAYO

Isikhalazo sangaphakathi esiphikisana nesinqumo sika-Eskom sokwenqaba ukufinyelela olwazini kufanele sifakwe zingakapheli izinsuku ezingu-60 ngokugcwalisa ifomu elibekiwe elinamathiselwe ngenhla.

11. UMTHETHO WOKUVIKELWA KOLWAZI LOMUNTU SIQU (POPIA)

Isingeniso

I-Eskom izibophezele ekuthuthukiseni ukuvikelwa nokugcinwa kwemfihlo kolwazi lomuntu siqu lapho lusetshenzwa i-Eskom. Lokhu kunika amandla i-Protection of Personal Information Act 4 ka-2013, ehlose ukuvikela ilungelo lomthethosisekelo lokugcina imininingwane iyimfihlo.

Inhloso yokucubungula imininingwane yomuntu siqu

I-Eskom iqoqa, isebenzise futhi igcine imininingwane yomuntu ukuze icubungule leyo mininingwane ngezinga elidingekayo ukuze iqhube imisebenzi yayo yebhizinisi.

I-Eskom izofuna imvume yomuntu onolwazi ukucubungula ulwazi lomuntu siqu, kufaka phakathi ukucubungula okwengeziwe ngaphandle uma kunesivumelwano nomuntu onolwazi, noma lapho kudingwa ngumthetho noma lapho kwenziwa umsebenzi noma umsebenzi womphakathi noma lapho i-Eskom ikhululwa ngumlawuli.


Izincazelo

Ukuqonda inhloso ye-POPIA, umfundi kufanele aqaphele izincazelo ze-POPIA ezizosetshenziswa kuyo yonke le-manual.

Isihloko sedatha kusho inhlangotho ephethwe noma engaphethwe, Uhlu lwalabo abakwa-Eskom abanemininingwane yabo lubekwe etafuleni elingezansi.

Ulwazi lomuntu siqu:

kusho ulwazi oluhlobene nomuntu ongakhonjwa, ophilayo, ongumuntu wemvelo, futhi lapho kusebenza khona, umuntu ongakhonjwa, ongumuntu osemthethweni, okubandakanya kodwa kungagcini kulokhu:

	<p>I-manual ye-PAIA/POPIA</p>	<p>I-Eskom Holdings SOC LTD</p>
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imininingwane ephathelene nohlanga, ubulili, ubulili, ukukhulelwa, isimo somshado, ubuzwe, uhlanga noma imvelaphi yezenhlalo, umbala, ukuthambekela ngokobulili, ubudala, impilo yomzimba noma yengqondo, inhlalakahle, ukukhubazeka, inkolo, unembeza, inkolelo, usiko, ulimi nokuzalwa komuntu.

- ukwaziswa okuphathelene nemfundo yomuntu noma umlando wakhe wezokwelapha, wezezimali, wecala noma wokuqashwa.noma iyiphi inombolo yokuhlonza, uphawu, ikheli le-imeyili, ikheli lendawo, inombolo yocingo, imininingwane yendawo, i-online identifier, noma okunye ukwaziswa okuphathelene nomuntu. ulwazi lwe-biometric yomuntu.
- imibono yomuntu siqu, imibono noma izinto azithandayo.izincwadi ezithunyelwe yilowo muntu eziyimfihlo noma ezengeziwe ezingadalula okuqukethwe izincwadi zangempela. imibono noma imibono yomunye umuntu ngomuntu; futhi

igama lomuntu uma livela kanye nolunye ulwazi lomuntu siqu oluhlobene nalo muntu noma uma ukudalulwa kwegama ngokwalo kungembula ulwazi ngomuntu.

Imininingwane ekhethekile:


kusho izinkolelo zenkolo noma zefilosofi, ubuhlanga noma imvelaphi yobuhlanga, ubulungu bezinyunyana zabasebenzi, izinkolelo zezombusazwe, impilo noma impilo yezocansi, noma imininingwane ye-biometric yomuntu onolwazi, noma ukuziphatha kobugebengu komuntu onolwazi kuze kufike ezingeni lokuthi leyo mininingwane iphathelene (i) nokwenziwa kwecala okusolwa ukuthi kwenziwe ngumuntu onolwazi, (ii) noma yiziphi izinqubo eziphathelene nanoma yiliphi icala okusolwa ukuthi lenziwe ngumuntu onolwazi noma ukuxazululwa kwalezo zinqubo.

Izigaba zabantu okubhekwana nabo kanye nokwaziswa kwabo

I-Eskom ingacubungula ulwazi lwezigaba zabantu ezifana nabasebenzi, amakhasimende, abahlinzeki, noma omunye umuntu wesithathu (-lapha okubhekiselwa kuye ngokuthi abantu okubhekwana nabo-) abasebenzisana ne-Eskom. Uhlobo lolwazi olungacutshungulwa lunikezwe ngezansi. I-Eskom ingaqoqa, isebenzise, futhi igcine kuphela ulwazi olwenele futhi olufanele ukuqhuba ibhizinisi layo.

<u>Isihloko sedatha</u>	<u>Izinhlobo zolwazi oluqoqiwe</u>	<u>Inhloso yokucubungula</u>
Amakhasimende Okukhokhelwa kusengaphambili Abasebenzisi bamandla abancane Abasebenzisi bamandla amakhulu	Igama, isibongo, inombolo kamazisi, inombolo yocingo, ikheli le-imeyili, inombolo yokubhalisa yenkampani,	Ukuphetha isivumelwano sokunikezela ngogesi.

	ikheli lendawo neposi, imininingwane yokulinganisa, imininingwane yasebhange,	Ukunikeza izinsizakalo zokulungisa kumakhasimende. Ukuxhuma amakhasimende kunethiwekhi
Abahlinzeki/Abanikezeli	Imibhalo esemthethweni – Ukukhishwa kwentela, izitifiketi ze-BBEE, izitifiketi ze-COIDA, inombolo yokubhalisa yenkampani, igama, ubuhlanga, ubulili, ubuzwe, inombolo kamazisi, inombolo yocingo, ikheli le-imeyili, ikheli lendawo, ubulungu noma abanimasheya benkampani Izitatimende zezimali nemininingwane yasebhange	Isicelo semininingwane eyengeziwe-ukuhlanganisa i-database yabaphakeli (ukunquma ububanzi bomsebenzi nokuthi ngabe abaphakeli bakhona yini emakethe ukuhlinzeka ngalezozimpahla nezinsizakalo). Amathenda -ukuqoqa ulwazi ngezinhloso zokuhlola, ukunquma nokunika ithenda kumphakeli nokuqinisekisa ukuthi umphakeli anganikeza insizakalo ku-Eskom. Abafakizicelo abangaphumelelanga-ukuqoqa ulwazi ngenhloso yokuhlola nokwahlulela ithenda nokugcina ulwazi ngenhloso yokucwaningwa kwamabhuku futhi uma umfakizicelo ohlukumezekile efaka isikhalazo noma ethatha izinyathelo zomthetho
<u>Abasebenzi</u>	Igama, isibongo, inombolo kamazisi, imininingwane	Ukuphatha nokulawula ubudlelwano nabasebenzi

	<p>I-manual ye-PAIA/POPIA</p>	<p>I-Eskom Holdings SOC LTD</p>
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	<p>yasebhange, imininingwane yezokwelapha, imininingwane yabantu abaxhomeke kubo, imininingwane yezimo eziphuthumayo, ikheli lendawo yokuhlala neliposi, inombolo yenkomba yentela, iziqu, ubulili, ubuhlanga, ubuzwe, amaholo nemininingwane yabahlomuli</p>	
<p><u>Abaqokelwe umsebenzi</u></p>	<p>Igama, isibongo, inombolo kamazisi, ikheli le-imeyili, izinombolo zocingo, ikheli, iziqu, inani labantu abaxhomekile, ama- pay-slips kanye/noma ukuhlolwa kwengqondo, ukuqinisekiswa, kanye nokuhlolwa kwamagama</p>	<p>Ukuhlolwa nokuhlolwa kwabaqokiwe ngezinhloso zokuqashwa</p>

Bheka isimo sobumfihlo sangaphandle se-Eskom ku

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noma Isitatimende Sangaphakathi Sobumfihlo

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Indlela esiqoqa ngayo ulwazi lomuntu siqu

Singase siqoqe ulwazi lomuntu siqu ngokuqondile kumuntu onolwazi, nge-imeyili, ngewebhusayithi yethu, noma kubantu besithathu.

Ukwabelana ngolwazi lomuntu siqu

	<p>I-manual ye-PAIA/POPIA</p>	<p>I-Eskom Holdings SOC LTD</p>
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Singabelana ngemininingwane yakho yangasese uma kunesidingo nabaqhubi beqembu lesithathu ukufeza izidingo zethu zebhizinisi ngokuya ngokwenziwa kwesivumelwano somqhubi.

Ukudalulwa okuphoqelekile kolwazi lwakho lomuntu siqu kungenziwa kubantu besithathu njengoba kudingwa umthetho.

Ukucutshungulwa kolwazi olukhethekile

I-Eskom ingakwazi ukucubungula ulwazi lomuntu siqu oluhlobene nohlanga noma ubuzwe, ubulungu bezinyunyana zabasebenzi, ulwazi lwezempilo noma lwe-biometric, noma ukuziphatha kobugebengu komuntu onolwazi ngaphandle kokuthi:

- okuvunyelwene ngakho yilona muntu okuqondene naye
- okufunwa umthetho ngezinjongo zomlando noma zocwaningo noma
- ulwazi lusendaweni yomphakathi.

Ukugcinwa kolwazi lomuntu siqu.

I-Eskom ingagcina amarekhodi olwazi lomuntu siqu uma nje kudingekile ngokuhambisana nemithetho esebenzayo noma ngezinhloso zokusebenza njengoba kushiwo ku-Eskom's Retention Standard.

I-Eskom ingagcina ulwazi olungaphezu kwalokho okubekwe ngumthetho ngezinhloso zomlando noma zezibalo


Izinga nokuphepha kolwazi

I-Eskom ithatha izinyathelo zobuchwepheshe ezifanele futhi ezifanele ukuvikela ubumfihlo, ubuqotho kanye nekhwalithi yolwazi lomuntu odluliswayo ngokuhambisana nenqubomgomo yayo yezokuphepha kolwazi ukugwema ukufinyelela okungagunyaziwe, ukulahleka kanye nokucekelwa phansi kolwazi olunjalo.

12. AMALUNGELO ABANTU OKUQONDENE NABO IDATHA.

Ukufinyelela kulwazi lomuntu siqu olugcinwe yi-Eskom

Isihloko sedatha sinelungelo lokuqinisekisa, mahhala, ukuthi ngabe i-Eskom igcina imininingwane yakhe. Wena njengomuntu onolwazi unelungelo lokunquma uhlobo lolwazi

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olugcinwe yi-Eskom noma umuntu wesithathu ngemali ebekiwe ngeHhovisi le-POPIA, ongaxhumana nalo ku- POPIA@eskom.co.za.

Ukulungiswa nokuvuselelwa kolwazi lomuntu siqu.

I-Eskom izothatha izinyathelo ezifanele ukuqinisekisa ukuthi ulwazi lomuntu siqu lomuntu onolwazi luyiqiniso futhi lusesikhathini. Kodwa-ke, umuntu onolwazi unelungelo, mahhala, lokulungisa, ukuvuselela, noma ukususa imininingwane yakhe yomuntu siqu, okungenzeka ayinembile, idukisa, iphelelwe yisikhathi, noma itholakale ngokungemthetho ngendlela ebekiwe. Izixhumanisi zamafomu zingatholakala ku-www.eskom.co.za

noma

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Ukuphikisa ukucutshungulwa kolwazi lomuntu siqu

Imininingwane yomuntu uqobo ingase isetshenziselwe ukuvikela noma ukuvikela imininingwane yomuntu uqobo, noma ukuvikela noma ukuvikela imininingwane yomuntu uqobo.

Ngaphezu kwalokho, umuntu onolwazi angaphikisa ukumaketha okuqondile.

Ukuhoxiswa kwemvume

Umuntu onolwazi unelungelo lokuhoxisa imvume yakhe nganoma yisiphi isikhathi ngokuhambisana neSigaba-11 (b) (b) inqobo nje uma kungathinti ukwenziwa noma ukwenziwa kwenkontileka, intshisekelo esemthethweni ye-Eskom, umuntu onolwazi, noma ukuhambisana nezidingo zomthetho.

Ukudluliselwa kolwazi lomuntu siqu

I-Eskom ayinakudlulisa, yabelane, noma igcine ulwazi lomuntu siqu ngaphandle kweRiphabhulikhi yaseNingizimu Afrika ngaphandle uma kudingeka ngezidingo zebhizinisi layo futhi kuncike kwizidingo ze-POPIA.

Izikhhalazo

Njengomuntu onolwazi, ungafaka isikhhalazo ngokuhambisana neSigaba-74 se-POPIA kumlawuli maqondana nokungenelela okusolwayo ekuvikelweni kwemininingwane yakho yomuntu siqu kwifomu elibekiwe elingezansi.

Noma, ungathumela isikhhalazo sakho kuqala ehhovisi le-POPIA bese usithumela ku-POPIA@eskom.co.za.