 Eskom	PAIA MANUAL	Eskom Holdings SOC LTD
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PAIA MANUAL

Prepared in terms of section 14 of the Promotion of Access to Information Act 2 of 2000
(as amended)

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1. LIST OF ACRONYMS AND ABBREVIATIONS

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|-----|--------------------|---|
| 1.1 | “GCE” | Group Chief Executive |
| 1.2 | “DIO” | Deputy Information Officer |
| 1.3 | “IO” | Information Officer |
| 1.4 | “Minister” | Minister of Justice and Correctional Services |
| 1.5 | “PAIA” | Promotion of Access to Information Act 2 of 2000 (as amended) |
| 1.6 | “PFMA” | Public Finance Management Act 1 of 1999 as amended |
| 1.7 | “POPIA” | Protection of Personal Information Act 4 of 2013 |
| 1.8 | “Regulator” | Information Regulator |

PURPOSE OF PAIA MANUAL

This PAIA Manual is helpful for the public to –

- 2.1 check the nature of the records which may already be available at Eskom Holdings SOC Ltd (“**Eskom**”) without the need for submitting a formal PAIA request;
- 2.2 have an understanding of how to request access to a record of Eskom;
- 2.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 2.4 know all the remedies available from Eskom regarding requests for access to the records, before approaching the Regulator or the courts;
- 2.5 the description of the services available to members of the public from Eskom, and how to gain access to those services;
- 2.6 a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.7 if Eskom will process personal information, the purpose of processing personal information is;
- 2.8 information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.9 know if Eskom has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether Eskom has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

2. ESTABLISHMENT AND MANDATE OF ESKOM HOLDINGS SOC LTD

- 2.1. Eskom Holdings SOC Ltd is a state-owned corporation (SOC) as defined by the Companies Act 71 of 2008. It is entirely owned by the South African government, with the Minister of Electricity and Energy serving as the Shareholder representative. Eskom operates across the electricity value chain, providing generation, transmission, and distribution services within South Africa, and participates in electricity trading within the Southern African Development Community (SADC).
- 2.2. Eskom has a dual mandate to drive both commercial and socio-economic objectives. This ensures that the company remains reliable and financially sustainable while contributing to the growth of the South African economy and transitioning responsibly to a lower-carbon future. The mandate is set out in the Memorandum of Incorporation (MOI), which is provided by the Eskom Board and accepted by the Shareholder.
- 2.3. Eskom has adapted its mandate, vision and mission to guide in setting the overall long-term strategic direction for the organisation. These promote sustainability and Eskom's contribution to the electricity supply industry from technological, environmental, social and financial perspectives.
- 2.4. While Eskom's focus is on delivering the outcomes of the turnaround plan, a deliberate focus will be placed on aligning our future investments and aspirations. By driving a just energy transition (JET), Eskom will be enabled to address many of its immediate challenges in the short term, while ensuring long-term growth and sustainability. The JET will also assist with supporting national goals to reduce greenhouse gas emissions, promote job creation through reskilling, and stimulate economic growth.

The ultimate aim of Eskom's strategy is to contribute to providing electricity to meet growing demand, achieve significantly reduced financial dependence on the South African government, and demonstrate positive environmental and socio-economic impacts. In the short- to medium-term, a focused effort on performance improvement and optimisation, as well as on financial turnaround, is critical. With global and national focus on decarbonisation, Eskom will also initiate plans and programmes to gradually transition away from fossil-fuel-heavy operations to cleaner energy operations. The introduction of renewable and other cleaner technologies, as well as the expected shutdown of coal-fired power stations (~22 GW of nameplate capacity by 2035), will

require significant strengthening and expansion of transmission infrastructure, in line with the Transmission Development Plan's (TDP) stated capacity requirements. Eskom needs to position itself to respond to the changing environment through the introduction of technology for better efficiencies, the establishment of a distribution system operator to manage and coordinate distributed generation as a neutral facilitator of open markets, and active partnering to solve incapacity and non-payment challenges at municipalities.

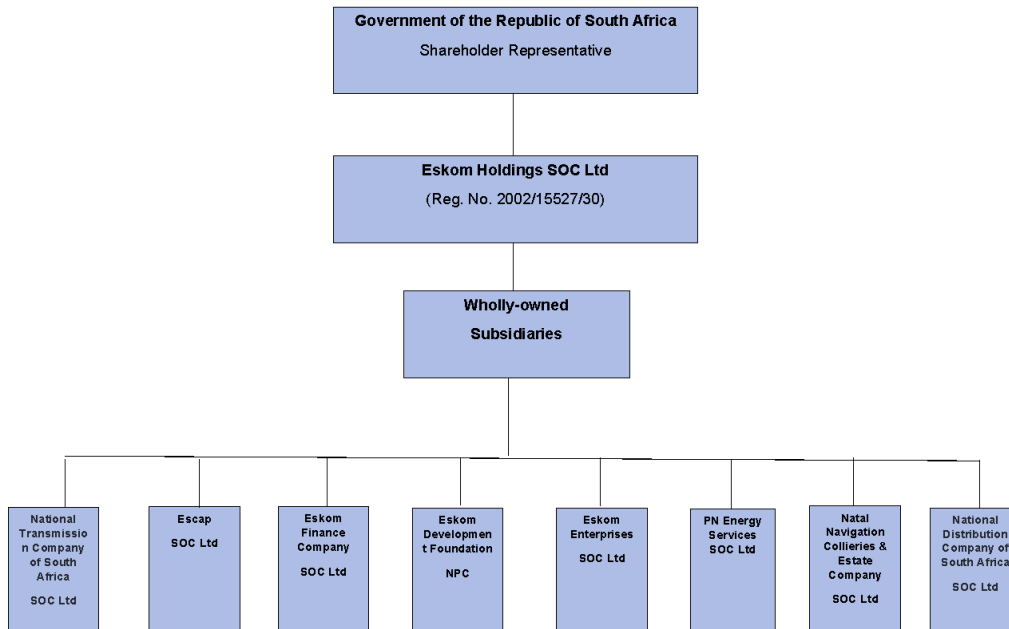
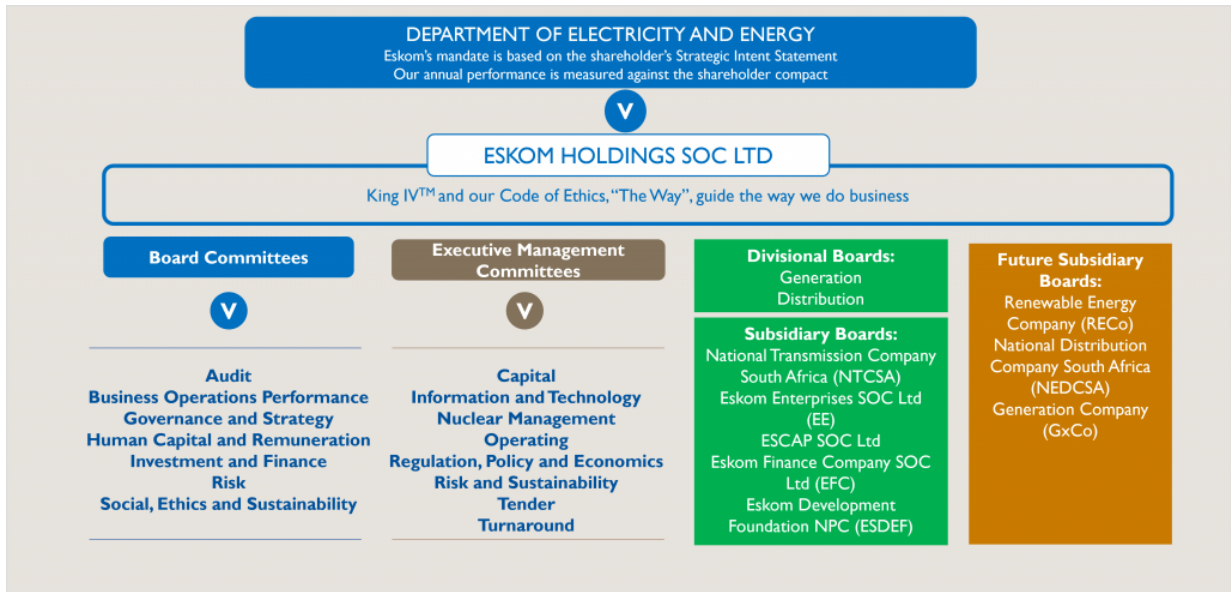
3. STRUCTURE OF ESKOM HOLDINGS SOC LTD AND ITS FUNCTIONS

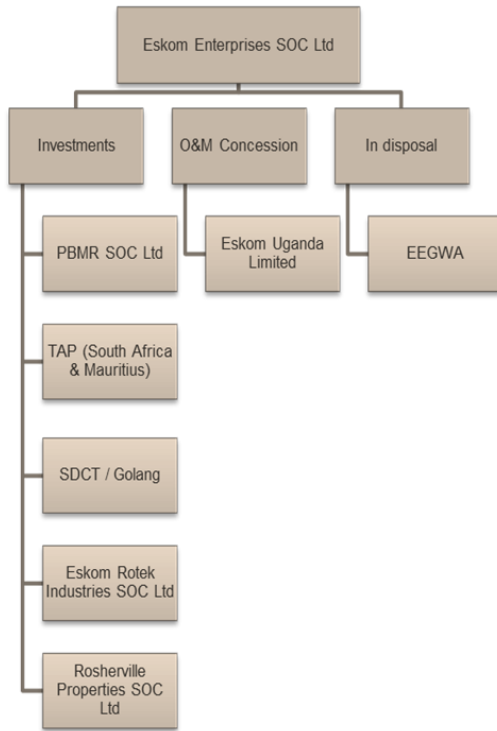
3.1. Structure

3.1.1. Following South Africa's democratic elections in May 2024, the seventh administration introduced significant structural reforms, including the establishment of the Department of Electricity and Energy (DEE). With this reorganisation, state-owned enterprises previously under the Department of Public Enterprises (DPE) were reassigned to relevant line-function ministries, which now hold full Shareholder responsibility.

As a result, the Minister of Electricity and Energy assumed the role of the Shareholder representative for Eskom. As a Shareholder Ministry, the DEE outlines expectations of the government, oversees performance, and sets energy policy. Key documents such as the Integrated Resource Plan (IRP), the Electricity Regulation Act (ERA), and the Electricity Pricing Policy (EPP) outline the direction of the electricity sector in which Eskom operates.

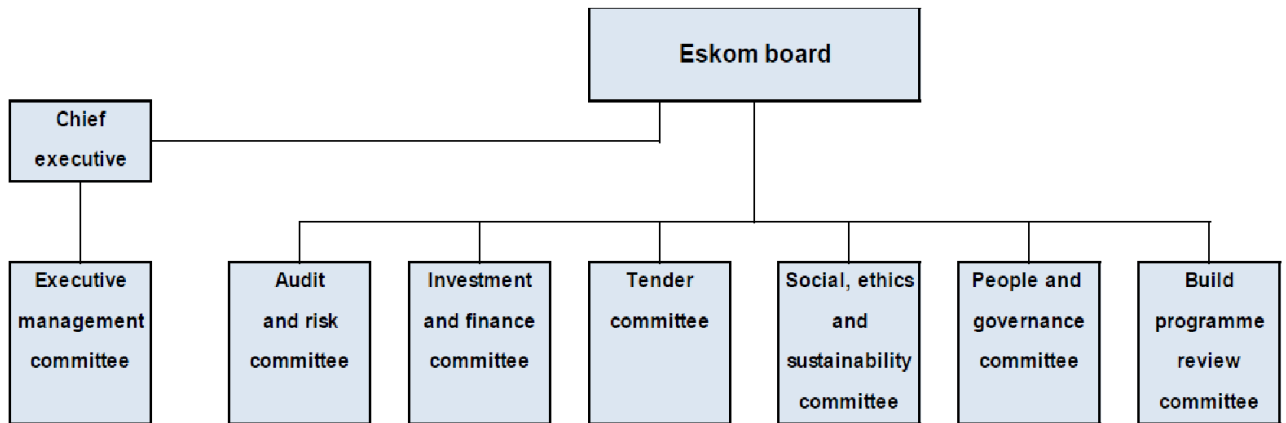
3.1.2. The National Energy Regulator of South Africa (NERSA) regulates Eskom's activities, including tariff determination and approval, while the National Nuclear Regulator (NRR) oversees nuclear safety at Koeberg. Eskom is also subject to oversight or regulation by several other government departments (e.g., National Treasury (NT), Department of Planning, Monitoring and Evaluation, Department of Forestry, Fisheries, and the Environment (DFFE)), and Parliamentary committees.





*EEGWA-Eskom Enterprises Global West Africa Limited

BOARD COMMITTEES

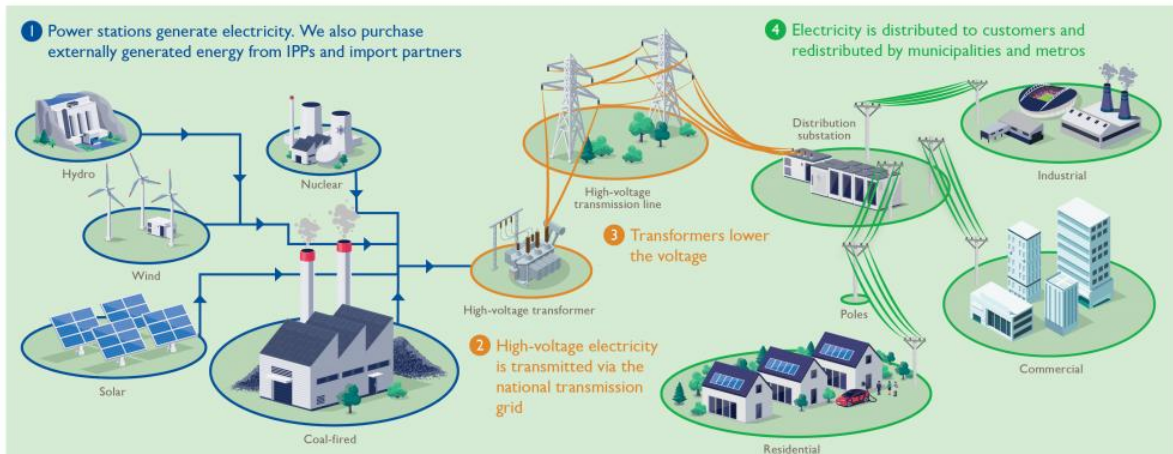


4.2 Functions

Eskom’s business model, operating structure, and footprint

Eskom creates value through the generation, transmission, distribution, purchase, and sale of electricity. Its value creation model, below, depicts how it transforms inputs into electricity supplied to customers. Electricity is generated by transforming inputs from the natural environment, such as coal, nuclear fuel, fuel oil, and diesel, as well as water and wind, into

electricity. This energy is transmitted over Eskom's ~33,000 km of network in which the supply and demand of electricity are balanced in real time, maintaining the frequency of the power system at 50 hertz (Hz). Electricity is distributed through an extensive network that covers the whole country, supplying over 86% of South Africa's needs and ~20% of the electricity produced in Africa.



Core business

Eskom is a vertically integrated operation that generates, transmits via NTCSA (National Transmission Company of South Africa), and distributes electricity.

Eskom generates 95% of the electricity used in South Africa.

Eskom Enterprises, the wholly owned subsidiary of Eskom, together with its subsidiaries, serves as the means by which all of Eskom's non-regulated activities, both inside and outside South Africa, are carried out. Eskom Enterprises' core lines of business are infrastructure development, energy business operations, specialised energy services and the pursuit of key opportunities in related or strategic industries, such as information technology and telecommunications.

Countries in which operations are located

Eskom operates in South Africa and in some countries in the SADC (Southern African Development Community) region, with its head office in Johannesburg, South Africa.

Ownership

Eskom's ownership is vested in the South African government.

Nature of markets and customers served

Electricity is sold to industrial, mining, commercial, agricultural, and residential customers, as well as to redistributors.

Breakdown of sales by country/region

The majority of sales are in South Africa, with only a small percentage in the southern African region.

Additional information on economic, environmental, and social aspects

Eskom is committed to aligning its sustainability reporting with international initiatives. Furthermore, ecological and social information is available on the Eskom website.

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF ESKOM HOLDINGS SOC LTD

4.1. Information Officer

Name: Mr Dan Marokane
Tel: 011 800 8111
Email: PAIA@eskom.co.za/cecorrespondence@eskom.co.za

4.2. Deputy Information Officer

Name: Mr Jerome Mthembu
Tel: 011 800 8111
Email: PAIA@eskom.co.za

5.3 Access to information general contacts:

Email: PAIA@eskom.co.za

5.4 National/Head Office

Postal Address: PO Box 1091
Johannesburg
2001

Physical Address: Eskom Megawatt Park
1 Maxwell Drive
Sunninghill

Telephone: 011 800 8111

Email: PAIA@eskom.co.za

Website: www.eskom.co.za

5. REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY ESKOM HOLDINGS SOC LTD

6.1 Process for complaining to the Information Regulator or any regulatory body.

A requester or third party may complain, if unsatisfied with the decision of the information officer, to the Information Regulator by using Form 5 (Regulation 10), which can be accessed on the link below:

[InfoRegSA-PAIA-Form05-Reg10-1.pdf](#)

See below Form 5 attached for ease of reference:



InfoRegSA-PAIA-For
m05-Reg10-1.pdf

6.2 Process for approaching the court with jurisdiction for appropriate relief.

A requester or third party may apply to a court for appropriate relief against a decision of the information officer of a public body after exhausting the regulator complaint procedure.

In terms of section 82 of PAIA, the court, on hearing an application, may grant any order that is just and equitable, including an order:

- (i) confirming, amending or setting aside the decision which is the subject of the application concerned;
- (ii) requiring the information officer or relevant authority of a public body or the head of a private body to take such action or to refrain from taking such action as the court considers necessary within the period mentioned in the order;
- (iii) granting an interdict, interim or specific relief, a declaratory order or compensation; or as to costs.

6. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

6.1. The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

6.2. The Guide is available in 4 (four) of the official languages on the link [Promotion of Access to Information Act \(PAIA\) - Eskom](#).

6.3. The Guide mentioned above contains the description of

6.3.1. the objects of PAIA and POPIA;

6.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

6.3.2.1. the information officer of every public body, and

- 6.3.2.2. Every deputy information officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 6.3.3. the manner and form of a request for -
- 6.3.3.1. Access to a record of a public body contemplated in section 11³; and
- 6.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 6.3.4. The assistance available from the information officer of a public body in terms of PAIA and POPIA;
- 6.3.5. The assistance available from the Regulator in terms of PAIA and POPIA;
- 6.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
- 6.3.6.1. a complaint to the Regulator; and
- 6.3.6.2. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

¹ Section 17(1) of PAIA - *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA - *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA - *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this part.*

⁴ Section 50(1) of PAIA - *A requester must be given access to any record of a private body if -*

- a) that record is required for the exercise or protection of any rights;*
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this part.*

- 6.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and a private body, respectively, to compile a manual, and how to obtain access to a manual;
- 6.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and a private body, respectively;
- 6.3.9. The notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 6.3.10. The regulations made in terms of section 92¹¹.
- 6.4. Members of the public can inspect or make copies of the Guide from the offices of Eskom, including the office of the Regulator, during normal working hours.
- 6.5. The Guide can also be obtained -
- 6.5.1. upon request to the information officer, using Form 1 available at <https://inforegulator.org.za/paia-forms/>;

⁵ Section 14(1) of PAIA - The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA - The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA - The information officer of a public body must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA - The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA - The information officer of a public body to whom an access request is made, must, by notice, require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom an access request is made must, by notice, require the requester to pay the prescribed request fee (if any) before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

6.5.2. upon request, to the Information Regulator, by sending Form 1 (a request for a copy of the Guide) to - PAIACompliance@infoRegulator.org.za; and

6.5.3. from the website of the Regulator (<https://infoRegulator.org.za/paia-guidelines/>).

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY ESKOM HOLDINGS SOC LTD

Subjects on which the body holds records	Categories of records held on each subject
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, and Annual Performance Plan.
Human Resources (HR)	<ul style="list-style-type: none"> - HR policies and procedures; - Advertised posts; - Employees' records; - Learning and development, e.g., skills development and training plans - Employment equity plan and statistics
Finance	- Annual Financial Statements
Procurement & Supply Chain Management (P&SCM)	<ul style="list-style-type: none"> - Tender Documents - P&SCM Policies and Procedures

8. THE NOTICE REGARDING CATEGORIES OF RECORDS OF ESKOM HOLDINGS SOC LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS



NOTICE IN TERMS
OF SECTION 15 OF F

Promotion of Access to Information Act (PAIA) - Eskom

The information officer has compiled the above notice regarding categories of records of Eskom which are available without a person having to request access by completing Form 2. The aforesaid notice can be accessed by clicking the link above to the Eskom website. The notice is on the website of the Information Regulator and can be inspected on request at Eskom's head office during regular office hours.

10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM ESKOM HOLDINGS SOC LTD AND HOW TO GAIN ACCESS TO THOSE SERVICES

Eskom creates value through the generation, transmission, distribution, purchase, and sale of electricity. Its value creation model, below, depicts how it transforms inputs into electricity supplied to customers. Electricity is generated by transforming inputs from the natural environment, such as coal, nuclear fuel, fuel oil, and diesel, as well as water and wind, into electricity. This energy is transmitted over Eskom's ~33,000 km of network in which the supply and demand of electricity are balanced in real time, maintaining the frequency of the power system at 50 hertz (Hz). Electricity is distributed through an extensive network that covers the entire country, supplying over 86% of South Africa's needs and ~20% of electricity produced in Africa.

11. STAKEHOLDER INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY ESKOM HOLDINGS SOC LTD

Eskom regards stakeholders as important to its business and values their input and feedback. Eskom interacts with its stakeholders by participating in forums and committees with organised labour, as well as with its customers and investors. Government guides policy within Eskom, particularly Eskom's Shareholder Ministry and the National Energy Regulator of South Africa (NERSA). Information gathered from all groups is used to inform Eskom's policy.

Participative structures with organised labour

Eskom has established appropriate participative structures with organised labour to ensure that employees can meaningfully influence decisions that affect them. The process of influencing decisions includes, but is not limited to, mechanisms for consultation and information sharing. Decisions are influenced through various forums with organised labour, such as the National Divisional Group Forum, the Central Consultative Forum (CCF), the Central Bargaining Forum (CBF) and the Strategic Forum (SF). These committees and forums are described below:

The National Divisional Group Forum

The National Divisional Group Forum handles issues with a group-wide impact.

The Central Consultative Forum (CCF)

The CCF is a forum for national consultation and information sharing. All matters that have an Eskom-wide impact are dealt with at this forum. All the principles that apply to the National Divisional Group Forum also apply here.

The Central Bargaining Forum

This is a forum where salaries and conditions of service are negotiated annually. Issues handled at this forum have an Eskom-wide impact and cannot be addressed at any other forum. If the CCF raise issues, they need to be referred to this forum.

The Strategic Forum

This is a forum for debating high-level strategic issues and matters of principle. It, however, remains an information-sharing forum and may not be used as an appeal body for the other structures. Attendance at this forum is limited to senior management members from both Eskom and the trade unions.

Interaction with customers

Eskom values its customers and regularly communicates with them. We regularly receive feedback from our customers, and their suggestions provide valuable input into our business.

Interaction with investors

Eskom communicates regularly with its investors, ensuring they are informed of changes within the company and that regular roadshows are held across the country.

NERSA

With the restructuring of the electricity supply industry, the NERSA will consider alternative institutional and electricity market options to allow competition and customer choice, thereby removing Eskom's monopoly in electricity generation. NERSA believes it is important for our country to have a vision for the electricity supply industry so that we all know the direction in which we are going. Change in the industry must be planned, phased, and ongoing. To ensure the success of the industry, the NERSA promotes the following developments:

- The establishment and operation of an effective and efficient rationalised, viable electricity supply industry
- Eliminating monopolies in the generation and distribution sectors
- Rationalising end-use prices and tariffs
- Giving customers the right to choose their electricity service provider
- Creating an electricity market
- Introducing competition into the industry, especially in the generation sector
- Addressing the impact of generation and distribution on the environment, as well as transmission through the NTCSA (National Transmission Company of South Africa).
- Permitting open, non-discriminatory access to the transmission system through NTCSA
- Levelling the playing field between distributors of electricity
- Encouraging private sector participation in the industry

12. PROCESSING OF PERSONAL INFORMATION

12.1 Purpose of processing

Eskom collects, uses, and stores personal information to process such information to the extent necessary to conduct its business operations.

Eskom will seek the consent of the data subject to process personal information, including further processing thereof, except when concluding a contract with a data subject, or where required by law or when performing a public duty or function or where the Regulator exempts Eskom.

12.2 Description of the categories of data subjects and of the information or categories of information relating thereto

- any identifying number, symbol, email address, physical address, telephone number, location information, online identifier, or another assignment to the person.
- the biometric information of the person.
- the personal opinions, views, or preferences of the person.
- correspondence sent by the person that is implicitly or explicitly of a private or confidential nature, or further correspondence that would reveal the contents of the original correspondence.
- the views or opinions of another individual about the person; and
- the name of the person if it appears with other personal information relating to the person, or if the disclosure of the name itself would reveal information about the person.

Special information: means the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life, or biometric information of a data subject, or the criminal behaviour of a data subject to the extent that such information relates to (i) the alleged commission of any offence by a data subject, or (ii) any proceedings in respect of any offence allegedly committed by a data subject or the disposal of such proceedings.

Categories of data subjects and their information

Eskom may process information of categories of persons, such as employees, customers, suppliers, or any other third party (“herein referred to as data subjects”) who engage with Eskom. The type of information that may be processed is contained below. Eskom may only collect, use, and store information that is adequate and relevant to conduct its business.

<u>Data subject</u>	<u>Types of information collected</u>	<u>Purpose for processing</u>
Customers Prepaid Small power users Large power users	Name, surname, ID number, telephone no., email address, company registration number, physical and postal address, metering details, banking details,	To conclude an electricity supply agreement. To render maintenance services to the customer. To connect customers to the grid.

<p><u>Suppliers/Tenderers</u></p>	<p>Statutory documents – Tax clearance, BBE certificates, COIDA certificates, registration number of the company, name, race, gender, ethnic origin, ID number, telephone number, email address, physical address, membership or shareholders of the company Financial statements and banking details.</p>	<p>Request for further information – to compile a supplier database (to determine the scope of work and whether suppliers exist in the market to provide such goods and services).</p> <p>Tenders – to collect information for purposes of evaluating, adjudicating and awarding a tender to a supplier and securing a supplier who can render a service to Eskom.</p> <p>Unsuccessful tenderers – to collect for purposes of evaluating and adjudicating the tender and retaining the information for purposes of an audit, and if the aggrieved tenderer lays a complaint or institutes a legal action.</p>
<p><u>Employees</u></p>	<p>Name, surname, ID number, banking details, medical information, details of dependents, emergency information, residential and postal address, tax reference number, qualification, gender, race, nationality, salaries and details of beneficiaries.</p>	<p>To administer and manage employee relations.</p>
<p><u>Candidates for recruitment</u></p>	<p>Name, surname, ID number, email address, telephone numbers, address, qualifications, number of dependents, pay-slips and/or psychometric assessments,</p>	<p>Vetting and evaluating candidates for recruitment purposes.</p>

	verification, and reference checks.	
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Refer to Eskom's External Privacy Statement on www.eskom.co.za or the Internal Privacy Statement on [Eskom](#) [Intranet](#)

How we collect personal information

We may collect personal information directly from the data subject, through an email portal, via our website, or from third parties.

Sharing of personal information

We may share your personal information where necessary with third-party operators to fulfil our business needs subject to the conclusion of an operator's agreement.

Mandatory disclosure of your personal information may be made to third parties as required by law.

Processing of special personal information

Eskom may not process personal information relating to race or ethnic origin, trade union membership, health or biometric information, or the criminal behaviour of a data subject unless:

- consented to by the data subject
- required by law
- for historical or research purposes or
- the information is in the public domain.

Retention of personal information

Eskom may retain personal information records if it is necessary in accordance with applicable laws or for operational purposes as stated in Eskom's Retention Standard.

Eskom may retain information beyond the prescripts of the law for historical or statistical purposes.

Information quality and safety

Eskom takes appropriate and reasonable technical measures to secure the confidentiality, integrity, and quality of the data subject's information in accordance with its information security policy to prevent unauthorised access, loss, or destruction of such information.

12. Rights of the data subject

- **Access to personal information held by Eskom**

The data subject has the right to request, free of charge, confirmation of whether Eskom holds their personal information. You, as a data subject, also have the right to determine the type of information held by Eskom or a third party for a prescribed fee through the POPIA Office, which can be contacted at POPIA@eskom.co.za.

- **Correction and updating of personal information.**

Eskom will take reasonable steps to ensure that the personal information of a data subject is accurate and up to date. However, the data subject has the right, free of charge, to correct, update, or delete their personal information, which may be inaccurate, misleading, out of date, or obtained unlawfully in the prescribed manner. The link to the forms can be found on www.eskom.co.za or on [eServices: Information Regulator \(info regulator.org.za\)](http://eServices: Information Regulator (info regulator.org.za))

1. Objection to the processing of personal information

The data subject may object at any time on reasonable grounds to the processing of their personal information based on legitimate interest or the performance of a public law duty in a prescribed manner.

Furthermore, the data subject may object to direct marketing.

2. Withdrawal of consent

The data subject has the right to withdraw its consent at any time in accordance with section 11(2)(b), provided that it does not affect the conclusion or the performance of the contract, the legitimate interest of Eskom, the data subject, or compliance with the requirements of the law.

3. Transfer of personal information

Eskom may not transfer, share, or store a data subject’s personal information outside the Republic of South Africa unless required for its business needs and in accordance with the requirements of POPIA.

4. Complaints

As a data subject, you may lodge a complaint in accordance with section 74 of POPIA to the regulator in relation to the alleged interference with protecting your personal information on the prescribed form attached below.

Alternatively, you can first send your complaint to the POPIA Office at POPIA@eskom.co.za.

Categories of Data Subjects	Personal Information that may be Processed
Natural Persons	Names and surname; contact details (contact number(s), fax number, email address); residential, postal or business address; unique identifier/identity number and confidential correspondence
Juristic Persons	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific or technical information and trade secrets
Employees	Gender, pregnancy; marital status; Race age, language, educational information (qualifications); financial information; employment history; ID number; physical and postal address; contact details (contact number(s), fax number, email address); criminal behaviour; well-being and their relatives (family members) race, medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical

Categories of Data Subjects	Personal Information that may be Processed
	or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person

12.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of Personal Information	Recipients or Categories of Recipients
Identity number and names, for criminal checks	Law enforcement agencies (SAPS, SIU, Hawks, SSA)
Qualifications, for qualification verifications	South African Qualifications Authority (SAQA)
	South African Revenue Services (SARS)
	Medical aids
	Trade unions (NUMSA, Solidarity)
	Banking institutions
	Insurance companies
Credit and payment history, for credit information	Credit bureaus
	Verification agencies (e.g. MIE)

12.4 Planned transborder flows of personal information.

Eskom has planned transborder flows of personal information, primarily in the context of cloud-based services. These flows are governed by Eskom’s internal policies and contractual safeguards aligned with the Protection of Personal Information Act 4 of 2013 (POPIA).

12.5 General description of information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information.

Data at rest and in transit is encrypted to protect sensitive data from disclosure.

Sensitive information, such as personally identifiable information (PII) in non-production environments, is masked. Multi-factor authentication (MFA) is deployed as a second layer of authentication to prevent unauthorised access. A privileged access management (PAM) tool is deployed, which securely stores, manages and rotates privileged accounts credentials. Role-based access control (RBAC) mechanism is deployed to ensure that the least privileged access is granted. The advanced endpoint security solution is deployed, which provides comprehensive threat detection and response capabilities on various security layers. An AI-powered network detection and response (NDR) solution is deployed to detect malicious traffic and anomalies.

An AI-powered monitoring solution for intense monitoring. A data loss prevention (DLP) tool is deployed for Microsoft (MS) 365 Workloads. Incremental daily backups shall be performed, encrypted, and securely stored off-site. Real-time data synchronisation or data replication to a secondary or disaster recovery (DR) site, located in different regions, shall be employed. The Disaster Recovery Plan (DRP) is defined, annually tested to ensure that the DRPs are relevant and appropriate to prepare for a disaster, and have a best way to cope with it. The Backup Restore Plan and Procedure is defined, annually tested and ensures that data can be restored and recovered. A distributed denial of service (DDoS) protection mechanism is employed for all cloud services. Web Application Firewall (WAF) for all internet-facing applications and web-based applications is used. Perimeter firewalls are deployed to securely allow traffic between Eskom's corporate network and the internet. Regular penetration tests are conducted. Regular vulnerability and exposure assessments are conducted. Regular external/internal audits are conducted.

13. AVAILABILITY OF THE MANUAL

13.1 This Manual is made available in the following four official languages -

13.1.1 English

13.1.2 isiZulu

13.1.3 Sesotho

13.1.4 Afrikaans.

13.2 A copy of this Manual or the updated version thereof is also available as follows-

13.2.1 on www.eskom.co.za, of the public body;

13.2.2 at the head office of the public body for public inspection during normal business hours;

13.2.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

13.2.4 to the Information Regulator upon request.

13.3 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable for each A4-size photocopy made.

14. UPDATING OF THE MANUAL

Eskom Holdings SOC Ltd will, if necessary, update and publish this Manual annually.