

**ISAZISO SOKUVIKELA IMININGWANE YEZAKHAMUZI  
SIKAMASIPALA WETHEKU  
("uMasipala")**

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## 1. Isingeniso

- 1.1. SinguMasipala weTheku, umkhandludolobha, elibhekene nokuletha izidingo emphakathini ukuze kuguqulwe izimpilo zabantu zibe ngcono.
- 1.2. Sibeka phambili ukuvikela imininingwane yakho nokuqinisekisa ukuthi ibhekwa ngokuhambisana ne-POPIA.
- 1.3. Lesi saziso sichaza indlela esiqoqa futhi sicubungule ngayo imininingwane, ukuthi siyisebenzisa siphinde siyivikele kanjani le mininingwane, kanye namalungelo akho mayelana nale mininingwane, ngokuhambisana ne-POPIA.
- 1.4. Lesi saziso sisebenza kuzo zonke izakhamuzi, amabhizinisi/iziphathimandla kanye nabantu abasebenzisana noMasipala, kungakhathalekile ukuthi basebenzisana kangakanani futhi ngaluphi uhlobo. Noma uthola amasevisi kaMasipala, ufaka isicelo sezimvume, ubamba iqhaza ezinhlelweni zomphakathi, noma uthumela nje imibuzo, lesi saziso silawula ukuthi imininingwane yakho iyoqwa, isetshenziswe, igcinwe futhi ivikelwe kanjani. Lesi saziso sisebenza kuyo yonke iminyango nemisebenzi etholakala kaMasipala, futhi sifake izindlela ezahlukene esixhumana ngazo nawe, ngabe umlomo nomlomo, nge-inthanethi noma ngezinye izindlela zokuxhumana.
- 1.5. Lesi saziso siphinde sihlanganise imininingwane eqoqwe abahlinzeki bamasevisi abazimele egameni likaMasipala.

## 2. Amatemu awusizo

- 2.1. **"uMnikazi woLwazi"** sisho noma yimuphi umuntu obonakalayo esiphatha imininingwane yakhe, njengamakhasimende kaMasipala noma izivakashi. Kulesi saziso, singase futhi sibize Data Subjects njengokuthi **"wena"** noma **"yakho"**;
- 2.2. **"Umsebenzisi"** kushiwo noma imuphi umuntu noma inhlangothi ecubungula imininingwane egameni leqembu elinesibopho ngaphansi kwenkontileka noma umyalelo, kodwa ngaphandle kokuba ngaphansi kokulawula okuqondile kwalelo qembu. Izibonelo zifaka abahlinzeki bamasevisi e-IT, abadayisi, kanye nabanye abahlinzeki abacubungulela uMasipala imininingwane;
- 2.3. **"Isaziso"** sisho lesi saziso sokuvikela imininingwane;
- 2.4. **"iManuwali ye-PAIA"** isho imanuwali elungiswe ngokuhambisana nesigaba 14 se-PAIA;
- 2.5. **"u-PAIA"** umele igama elithi *'Promotion of Access to Information Act'*, okunguMthetho

Okhuthaza Ukutholakala Kwemininingwane 2 wango-2000, onikeza ilungelo lokuthola imininingwane;

- 2.6. **"Imininingwane yomuntu"** isho noma imiphi imininingwane yomuntu okukhulunywa ngaye, ophilayo noma lapho kufanele, inhlango ekhona esemthethweni;
- 2.7. **"i-POPIA"** kunqanyulelwa igama elithi *'Protection of Personal Information Act'*, okunguMthetho Ovikela Imininingwane Yomuntu 4 wango-2013, olawula ukuvikelwa kwemininingwane yomuntu eNingizimu Afrika;
- 2.8. **"Ukusetshenzwa"** kusho noma yisiphi isenzo esenziwe ngemininingwane, ngabe ngesandla noma ngomshini;
- 2.9. **"Inhlango ebophezelekile"** kusho noma iyiphi inhlango kahulumeni noma ezimele, noma umuntu obona inhloso nezindlela Zokucubungula Imininingwane Yomuntu. Kulokhu, uMasipala. Kulesi saziso kungenzeka futhi sibize uMasipala ngokuthi "Thina";
- 2.10. **"Umlawuli"** usho Umlawuli Wemininingwane waseNingizimu Afrika, isiphathimandla esibhekele ukuphoqelela imithetho yokuvikelwa kwemininingwane;
- 2.11. **"Imininingwane Yomuntu Ekhethekile"** ifaka imininingwane ebucayi, njengezenkolo noma izinkolelo, ubuhlanga, indabuko, ubulungu bezinyunyana, imibono yezepilotiki, isimo sempilo, ezothando, imininingwane yokukhlonza, noma ulwazi mayelana nomlando wamacala womuntu.

### 3. **Ulwazi lomuntu esiluoqayo**

- 3.1. NjengoMasipala omkhulu osebenzela abantu abaningi futhi abehlukene, siqoqa ulwazi lwabantu ngenxa yezizathu eziningi ukuze sikwazi ukuhlinzeka amasevisi adingwa wumphakathi futhi sifezekise amajoka ethu.
- 3.2. Siqoqa lolu hlobo loLwazi lwabantu ngaphansi kwalezi zimo ezilandelayo:
  - 3.2.1. **Ulwazi oluthinta ubuhlanga, ubulili, ukukhulelwa, ukushada, njll:**
    - 3.2.1.1. **Ulwazi lokuqasha:** uma siqasha, singaqoqa ulwazi ngezinhlobo zabantu, njengolwazi ngobuhlanga, ubulili, nesimo sokukhubazeka, ukuze silandele imithetho yokuqasha ngokulingana;
    - 3.2.1.2. **Imisebenzi yomphakathi:** singaqoqa ulwazi ngezinhlobo zabantu ukuze sihlele ukuhlinzekwa kwezidingo njengezempilo, izindlu, noma izinhlelo

zokusiza umphakathi. Isibonelo, isimo sokukhulelwa singadingeka uma kuhlinzekwa ukwesekwa noma amasevisi aphilathelene nabantu abakhulelwe;

3.2.1.3. **Izicelo zezindlu noma uxhaso:** uma sabela abantu izindlu noma izibonelelo, singaqoqa ulwazi ngesimo sabo sokushada, imvelaphi yabo noma iminyaka ukuze sibheke ukufaneleka kwabo.

3.2.2. **Ulwazi oluphatelene nemfundo, isimo sempilo, sezimali, amacala noma umlando wokusebenza:**

3.2.2.4. **Izinhlelo zokweseka umphakathi:** ukuze sikhuphe izibonelelo namasevisi amahhala kanjalo nezaphulelo ngokweNqubomgomo Yabahlwempu, singadinga ulwazi mayelana nezinga lemfundo, umlando wokuqashwa, noma isimo sezimali ukuze sibheke ukuthi ufanelekile;

3.2.2.5. **Ezempilo emphakathini:** umlando wesimo sempilo ungadingeka siwuqoqe uma sihlizeka ngamasevisi kaMasipala ezempilo, njengemitholampilo yamahhala noma izinhlelo zokugoma; kanye

3.2.2.6. **Nokuqasha:** uma siqasha, uMasipala ungaqoqa umlando wokuqashwa, amazinga emfundo, noma ubheke umlando wamacala obugebengu.

3.2.3. **Inombolo kamazisi, uphawu, ikheli le-email, ikheli lasekhaya, inombolo yocingo, ulwazi lwalapho uhlala khona, njll:**

3.2.3.7. **Amasevisi kaMasipala:** singaqoqa ulwazi lwamakheli, izinombolo zocingo, nezinombolo zomazisi uma sizokuxhumela amasevisi afana namanzi, ugesi, nokuthuthwa kwendle emzini wakho noma ebhizinisini;

3.2.3.8. **Izincwadi zezikweletu:** sisebenzisa imininingwane yakho uma sikhupha izincwadi zama-akhawunti kaMasipala, kanti bangakwazi ukulandelela ukusetshenziswa kwamasevisi ngokubheka imitha elihambisana nekheli lasekhaya. Kusetshenziswa amakheli e-email nezinombolo zocingo ukuthumela izincwadi zezikweletu noma ukwazisa abantu ngokunqamuka kwamasevisi;

3.2.3.9. **Izinhlelo zokubamba iqhaza komphakathi:** ulwazi lomazisi luyaye luqoqwe uma abantu bebamba iqhaza ezigungwini zomphakathi noma

beletha imibono yabo mayelana neziphakamiso ezisuke zenziwe nguMasipala noma izinguquko ekusetshenzisweni komhlaba;

- 3.2.3.10. **Ukwepulwa kwemithetho yokupaka noma izinhlawulo zikaMasipala:** kungaqoqwa izinombolo zomazisi, izinombolo zokubhalisa zezimoto, neminingwane yokuxhumana uma kukhishwa izinhlawulo zomgwaqo noma okuthi akube njalo;
- 3.2.3.11. **Ukwepulwa kwemithetho yomgwaqo:** Emacaleni afana nesivini eseqile noma ukushaya irobhothi, singasebenzisa amakhamera ethu omgwaqo ukushutha iminingwane yemoto bese siyixhumanisa nomnikazi wayo ngolwazi lwakhe esinalo kuMasipala noma olusenqolobanenilwazi kazwelonke;
- 3.2.3.12. **Ulwazi ngezindawo:** Imininingwane ye-GPS noma ulwazi lwekheli lomgwaqo imvamisa lusetshenziswa ukuthola ngqo izindawo zamasevisi ukuze kuhlinzekwe amasevisi, kulungiswe, noma kuphendulwe ngokushesha mayelana namasevisi;
- 3.2.3.13. **Izinhlelo zokukhokha zaku-inthanethi:** uma ukhokhela ama-akhawunti kaMasipala, imvamisa kudingeka uhlinzeke uLwazi Lomuntu, okubalwa amakheli e-email, inombolo kamazisi noma iminingwane yokukhokha;
- 3.2.3.14. **Imihlangano ehholo ledolobha, ucwaningo namaphethishini:** uma kunezigcawu zomphakathi, abantu kudingeka bahlinzeke ngeminingwane yabo yokuxhumana (isibonelo nje, ama-email, nenombolo yocingo) abazothola kuzona izimpendulo mayelana namaphrojekthi nezinqubomgomo zikaMasipala, njengezinguquko ekuklanyweni komhlaba noma izinhlelo zokuthuthukiswa kwedolobha. Lokhu kususisa ekutheni sixhumane nabantu abafuna ukulandelela noma ngezaziso;
- 3.2.3.15. **Izicelo zamaphemithi:** uma ufaka isicelo sephemithi, kungadingeka ulethe iminingwane yakho njengomazisi, ikheli lasekhaya, inombolo yokuxhumana nolwazi ngobunikazi bomhlaba;
- 3.2.3.16. **Amalayisensi amabhizinisi:** osomabhizinisi abafaka izicelo zamalayisensi amabhizinisi kumele beze neminingwane yamabhizinisi abo;
- 3.2.3.17. **Ulwazi lwezimo eziphuthumayo:** uma izakhamizi zishayela abezimo

eziphuthumayo, kuqoqwa ulwazi ngendawo abakuyona (ikheli lendawo noma indawo abakuyona ngokwe-GPS) neminingwane yokuxhumana (inombolo yocingo) ukuze bathole usizo oluphuthumayo;

3.2.3.18. **Izinhlelo zokuphepha komphakathi:** singakwazi ukulandelela amakheli ezakhamuzi, izinombolo zocingo, ngisho nendawo abakuyo ngaleso sikhathi ukuze sihlizwe usizo uma kunezinhlekelele, sitakule, noma sidlulise ulwazi lwezokuphepha komphakathi ngezikhathi zezinhlekelele njengemililo noma izikhukhula;

3.2.3.19. **Ukuhlolwa kwamanani ezindlu:** Ulwazi lwamatayitela oluphathelene nemizi kuMasipala, okubalwa ulwazi lokuhlolwa kwamanani emizi neminingwane yabanikazi.

3.2.4. **Ulwazi lokuqinisekisa ubuwena:**

3.2.4.1. Ukuqinisekiswa kwezokuphepha nokuhlonza umuntu: ulwazi lokuqinisekisa ubuwena nalo lungaqoqwa ngesikhathi kwenziwa uhlelo lokuhlonzwa komuntu.

3.2.5. **Imibono yomuntu, izimvo nokuzikhethela kwakhe:**

3.2.5.1. **Ukubonisana nomphakathi:** sivamile ukuqoqa imibono noma izimvo zezakhamuzi uma senza ucwaningo, sixoxisana nomphakathi noma sinemihlangano emahholo edolobha, njengemibono ngamaphrojekthi entuthuko noma izinqubomgomo; kanye

3.2.5.2. **Nokulandelwa kwemithetho nophenyo:** abantu bangaletsa imibono yabo uma befaka isimangalo noma isikhalo ngokuhlinzekwa kwamasevisi kaMasipala.

3.2.6. **Izincwadi ezithunyelwa wumuntu eziyimfihlo noma okungezangasese:**

3.2.6.1. **Usizo lwamakhasimende nemibuzo:** singaqoqa izincwadi zangasese phakathi kwezakhamuzi nabasebenzi bakaMasipala mayelana nokuhlinzekwa kwezidingo, ezomthetho, noma izicelo zamaphemithi ezingabandakanya ulwazi olubucayi noluyimfihlo;

3.2.6.2. **Izicelo zokuthola ulwazi:** singaqoqa izimpendulo zezicelo zokuthola ulwazi

ezingahambisana nolwazi olubucayi okuxoxwe ngalo kulezo zincwadi.

3.2.7. **Imibono noma izimvo zabanye abantu ngabanye abantu:**

3.2.7.3. **Izimpendulo zomphakathi:** singaqoqa izimpendulo noma imibono ehlinzekwa womakhelwane noma amalungu omphakathi mayelana nokuziphatha komuntu, izikhalo ngomsindo noma imibiko ngezenzo ezisolisayo;

3.2.7.4. **Okubhalwe ezinkundleni zokuxhumana:** singaphinde siqoqe futhi sihlole ukuphawula noma imibono ebhalwe ngabantu ezinkundleni zokuxhumana ngezenzo zomunye umuntu noma ukuziphatha okuhlobene nezindaba zamasevisi kaMasipala, imicimbi noma izinkinga.

3.2.8. **Igama lomuntu uma livela lihambisana nolunye ulwazi lomuntu noma ludalula ulwazi ngomuntu:**

3.2.8.1. **Amagama:** singaqoqa amagama ahambisana noLwazi lomuntu olumdalulayo uma exhumana nathi;

3.2.8.2. **Amaphemithi namalayisensi:** amagama avela kumaphemithi ezakhiwo, amalayisensi amabhizinisi, noma amaphemithi emicimbi ahambisana neminingwane yokuxhumana neminye iminingwane.

3.3. Uma sicubungula ulwazi lomuntu Olukhethekile, invamisa senzenjalo uma sithole imvume noma uma kudingekile ukuze siqhube imisebenzi yethu engokomthetho. Kunoma yisiphi isimo, lolu lwazi silusebenzisa ngokuhambisana ne-POPIA.

3.4. Singase sisebenzise ulwazi lomuntu okungolwezingane ezimweni ezithile, okubalwa phakathi kokunye ezinhlelweni zezempilo noma zenhlalakahle (ukuqoqa umlando ngezempilo nolwazi lwababheki bezingane lokuxhumana uma kuhlinzekwa ezempilo njengokugoma nehlahlakahle), izinhlelo zezemidlalo (ukuqoqwa kwamagama, iminyaka, iminingwane yezimo eziphuthumayo ezindaweni zezemidlalo) nezinhlelo ezakhelwe ngqo izakhamuzi eziyintsha.

3.5. Siqoqa ulwazi lomuntu kule mithombo elandelayo:

3.5.1. **Kubantu ngqo nasemabhizinisini:** siqoqa ulwazi olusuka ngqo kuwena uma usinika lona, okungaba usinika ngqo ngomlomo, uluthumela ngezinkunda ze-inthanethi, noma ngemisebenzi esiyenzayo;

3.5.2. **Umuntu wesithathu:** ngesinye isikhathi, sithola ulwazi oluvela kumuntu



wesithathu, njengezihlangano ezihlinzeka amasevisi kuMasipala, ababheki bezikweletu noma enqolobaneni lwazi kazwelonke;

3.5.3. **Imithombo evuleleke emphakathini:** singathola ulwazi oluvele lukhona emphakathini ngemithombo efana namaphephandaba, amarejista ezinkampani, ukubheka ezinhlelweni zaku-inthanethi, kubabhalisi bamatayitela, ezinkundleni zokuxhumana, nasemabhukwini omphakathi;

3.5.4. **Izinkundla zikaMasipala nezigcawu zokuhlinzeka amasevisi:** siqoqa ulwazi olukhipha uma usebenzisa izinkundla zikaMasipala, okubalwa imininingwane ngokuziphatha kwakho esiyithola lapho uxhumana nathi noma usebenzisa izinhlelo zethu ezifana nama-*website* ethu nama-*App* ethu.

#### 4. **Isisekelo ngokomthetho**

4.1. Ulwazi Lomuntu lwangasese silusebenzisa kuphela uma sivunyelwa wumthetho. Ezikhathini eziningi, umthetho osivumelayo usuke uphathelene nale mikhakha elandelayo:

4.1.1. **Ukugcwalisa izibophezelo zethu ngokwenkontileka:** sisebenzisa ulwazi lwakho ukuze sigcwalise isibophezelo sethu kuwe. Isibonelo, uma ufaka isicelo sokuthola amasevisi kaMasipala noma sokuba sohlelweni, singadinga ukuqoqa futhi sisebenzise imininingwane yakho siqu ukuqinisekisa ukuthi uyayithola imihlomulo leyo;

4.1.2. **Ukulandela izibopho zomthetho:** singasebenzisa ulwazi lwakho ukuhlangabezana nezidingo zomthetho. Isibonelo, uma ufaka isicelo samasevisi kaMasipala, kudingeka ngokomthetho ukuba sithole ulwazi oluthile, njengemininingwane yakho siqu nanoma yimiphi imibhalo edingekayo, ukuze sikucwaninge futhi kulandelwe umthetho. Lokhu kususiza ukuqinisekisa ukuthi izinto zibekwa obala futhi siyakwazi ukuphendula ngokuhlinzekwa kwezidingo;

4.1.3. **Amajoka angokomthetho emphakathini:** singasebenzisa ulwazi lwakho ukuqhuba amajoka ethu angokomthetho emphakathini. Isibonelo, silekelela amakhasimende ngemibuzo asuke enayo ngamasevisi ahlinzekwa nguMasipala, okudinga ukuthi sithole futhi sisebenzise ulwazi lwakho ngqo;

4.1.4. **Izizathu ezizwakalayo:** sisebenzisa uLwazi Lomuntu ukufezekisa amajoka ethu asemthethweni. Isibonelo, singahlanganisa imibiko nokuhlolwa kwemisebenzi

kaMasipala ukuze sazise iziphathimandla zedolobha ngokuhlinzekwa kwezidingo, amazinga okusebenza, noma izidingo zomphakathi; kanye

- 4.1.5. **Nokuvikela wena noma omunye umuntu:** singasebenzisa uLwazi Lomuntu ukuvikela yena kanjalo nokuvikela omunye umuntu. Isibonelo, uma sithola umbiko ngengcuphe yezokuphepha, kungadingeka sisebenzise uLwazi Lomuntu ukuqinisekisa ukuthi kuthathwa izinyathelo ezifanele.
- 4.2. Ngezinye isikhathi, singacela imvume yakho ukuze siqoqe futhi sisebenzise uhlobo oluthile loLwazi Lomuntu, ikakhulukazi uma sisebenza ngoLwazi Lomuntu lwemikhakha ekhethekile.
- 4.3. Uma sicela imvume yakho yokusebenzisa ulwazi lwakho, ungakwazi ukuyihoxisa noma kunini ngokuthi uthumele isicelo usebenzisa imininingwane yokuxhumana ehlinzekwe ngezansi. Nokho, siyacela uqaphele ukuthi ukuhoxisa kwakho imvume yakho kungase kunqande noma kubambezele amandla kaMasipala okufeza izibopho zawo eziqondene nawe.
- 4.4. Siyacela futhi uqaphele ukuthi ukungaludedeli ulwazi lwakho oludingekayo kungaphazamisa noma kubambezele amandla ethu okwenza umsebenzi wethu noma okukuhlinzeka ngamasevisi owadingayo.

## 5. **Ukugcinwa nokuvikeleka kolwazi lomuntu**

- 5.1. Sizama ngandlela zonke ukuthatha izinyathelo ezifanele ukuqinisekisa ukuthi uLwazi Lomuntu esilugcinle luqondile, luphelele futhi olwakamuva. Ulwazi lwakho singalugcina, okungaba yikhophi eyiphepha noma ngemishini, sisebenzisa amaseva ethu aphephile noma sisizwa ngomunye umuntu oqashwe nguMasipala ukusilekelela ngalo msebenzi.
- 5.2. Sinezinhlelo zokuphepha okungezethu mathupha, ezenhlangano, osonkontileka esisebenzisana nabo nezobuchwepheshe ukuqinisekisa ukuthi uLwazi Lomuntu luphephe ngendlela esezingeni elifanele. Lezi zinhlelo zakhelwe ukugcina uLwazi Lomuntu luyimfihlo futhi luvikelele ngokwenele, luvikeleke ekulahlekeni, ukuntshontshwa, ukutholakala ngaphandle kwemvume, ukudalulwa, ukukopishwa, ukusetshenziswa, nokuguqulwa.
- 5.3. Abantu abangathola ulwazi lwakho ngabasebenzi bethu, ama-ejenti ethu agunyaziwe, osonkontileka, nabanye abantu besithathu lapho kunesidingo khona.

Noma yimuphi umuntu wesithathu osebenzisa ulwazi lwakho egameni lethu uboshezalwe yimigomo yesivumelwano senkontileka esinaso naye. Imvamisa siyazihlola izinhlelo zokuphepha zethu ukuqinisekisa ukuthi ulwazi lwakho luvikelekile.

## **6. Ukugcinwa kolwazi**

6.1. Sizogcina ulwazi lwakho isikhathi esidingekayo kuye ngokwezinhloso ezibekwe kulesi saziso. Uma sezifezekile lezi zinhloso, singalugcina ulwazi lwakho lesi sikhathi esivumela ukuthi:

- 6.1.1. sigcine amarekhodi ngenhloso yokuhlaziya noma ukucwaninga amabhuku;
- 6.1.2. ukulandela imithetho ephathelene nokugcinwa kwamarekhodi;
- 6.1.3. ukuvikela noma ukufaka isimangalo esikhona noma ezingase sibe khona;
- 6.1.4. ukulusebenzisela izizathu ezisemthethweni zokusebenza/zomsebenzi; noma
- 6.1.5. yinoma yisiphi esinye isizathu sokufezekisa izinhloso ezivunyenwe nguweni kulesi saziso.

## **7. Ukwabelana ngoLwazi Lomuntu**

7.1. Ulwazi lwakho singaludlulisela komunye umuntu ngaphansi kwalezi zimo:

- 7.1.1. Abahlinzeki bamasevisi bethu: singadlulisela ulwazi lwakho kubahlinzeki bamasevisi bethu abasenzela imisebenzi ethile.
- 7.1.2. Noma yiluphi uhlaka lwezomthetho, inkantolo, umlawuli, uhulumeni noma omunye umuntu wesithathu: singaludlulisela ulwazi lwakho kulaba bantu uma kudingeka kanjalo ukuze sihloniphe umyalelo wezomthetho noma isibopho somlawuli, noma sivikele amalungelo ethu noma ilungelo lomuntu wesithathu.
- 7.1.3. Noma yimuphi umuntu wesithathu: singadlulisela ulwazi lwakho kunoma yimuphi umuntu wesithathu uma sikholwa wukuthi kunesidingo noma siphokelekile ngokomthetho noma umthethonqubo, ukusebenzisa, ukuthola noma ukuvikela amalungelo ethu ngokomthetho, ukuvikela amalungelo kaMasipala, ukuvikela umphakathi ungalimali nokunqanda noma yiziphi izenzo ezingekho emthethweni, noma ukuphendula ezimweni eziphuthumayo, nalapho sikholelwa khona futhi iqiniso lidinga ukuba sidalule ulwazi lwakho ukuze sigweme ingozi.

7.2. Uma kunesidingo, siyongena esivumelwaneni nalowo muntu wesithathu ukuze

siqinisekise ukuthi basebenzisa noma yiluphi uLwazi Lomuntu ngendlela ehambisana nezihlinzeko ze-POPIA.

- 7.3. UMasipala ngesinye isikhathi angadlulisela ulwazi lwakho kwabanye abantu abangaphandle kweRiphabhlikhi yaseNingizimu Afrika. Siyodlulisa ulwazi lwakho kuphela kwabanye abantu abakwelinye izwe ngaphansi kwalezi zimo ezilandelayo:
- 7.3.1. Uma ulwazi lwakho luzovikelwa ngokwanele emithethweni yakwelinye izwe noma ngokwesivumelwano esisemthethweni esenziwe nomuntu wesithathu olwemukelayo;
- 7.3.2. Uma ukudluliselwa kwalo kudingeka ukuze kungenwe noma kufezekiswe isivumelwano nawe noma omunye umuntu wesithathu ngendlela ehlomulisa wena;
- 7.3.3. Uma kunguwe ovumile ukuthi ludluliselwe; noma
- 7.3.4. Uma kungeke kwenzeke kalula ukuba kutholakale imvume yakho, kodwa ukudluliswa kwalo kubonakala kuzosiza wena uqobo.

## 8. **Amalungelo namajoka akho**

- 8.1 Unamalungelo athile ngolwazi lwakho, ngomkhawulo ovunyelwe ngumthetho. Unelungelo loku:
- 8.1.1 qinisekisa ukuthi uMasipala unolwazi lwakho;
- 8.1.2 finyelela kololu lwazi lwakho;
- 8.1.3 faka isicelo sokulungisa noma ukususa ulwazi lwakho;
- 8.1.4 cela ukuvinjelwa ukucutshungulwa kolwazi lwakho ngaphansi kwemibandela ethile;
- 8.1.5 phikisana nokucutshungulwa kolwazi lwakho ngezizathu ezizwakalayo;
- 8.1.6 hoxisa imvume yokucutshungulwa noma inini;
- 8.1.7 kwaziswa uma ulwazi lwakho selufinyelele noma selunikezwe umuntu onegunya
- 8.1.8 faka isikhalazo kuMlawuli uma ukholelwa ekhutheni asizange silalele isikhalazo sakho ngokwanele.
- 8.2 Sizosingatha izicelo zokutholakala kolwazi lomuntu siqu ngesikhathi esifanele esihambisana nomthetho. Kungadingeka ukuthi ukhokhe imali efanele (ebekwe ngokomthetho) ukuze

uthole amakhophi noma izincazelo zamarekhodi, noma ulwazi mayelana nabanye abantu abathintekayo. Sizokwazisa ngemali ekhokhwayo ngaphambi kokucubungula isicelo sakho.

8.3 Sizothatha izinyathelo ezibonakalayo zokuqinisekisa nokulungisa ulwazi njengoba kudingeka, okungathatha isikhathi esithile ukuze izinguquko zivele ezinhlelweni zethu. Singacela imibhalo kuwe ukuqinisekisa izinguquko.

8.4 Uma ukholelwa ekutheni imininingwane yakho asiyiphethe ngobulungiswa nangokusemthethweni, ungafaka isikhalo kuMlawuli e-JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001, P.O Box 31533, Braamfontein, Johannesburg, 2017, noma uthumele i-email popiacomplaints@info regulator.org.za.

8.5 Sicela uqale usinike ithuba lokuxazulula noma yiziphi izikhalo ngokuxhumana nathi usebenzisa imininingwane enikezwe ngezansi. Isikhalo sakho kufanele sifake incazelo emfushane yokuthi kwenzekani, kwenzeka nini, nokuthi yiluphi uLwazi Lomuntu olucutshunguliwe.

8.6 Ukuze usebenzise noma imaphi amalungelo abalulwe ngenhla, sicela wenze isicelo esibhaliwe, ngokulandela inqubo kwiManuwali ye-PAIA noma uxhumane ne-Information Officer noma ingani ephathelene nemibuzo noma ukuphawula okuyimfihlo kule-email ebhalwe ngezansi.

8.7 Siyakukhuthaza ukuba ulungise uphinde ufake ulwazi lwakho lwakamuva uma kunezinguquko kulo noma lunganembi. Qaphela ukuthi singadinga olunye ulwazi lokwengeza (ukuze sicubungule isicelo sakho).

## **9 Xhumana nathi**

Uma udinga ukuthola noma ukulungisa ulwazi lwakho, noma ufuna ukubeka noma iyiphi imibono, imibuzo, ukukhathazeka, noma ukukhalaza maqondana nolwazi lwakho, sicela uxhumane nePhini le-Information Officer ekhelini elingezansi.

Attention: Deputy Information Officer: Ms Adele Seheri

Ikheli: 41 Margaret Mncadi Avenue, 12th Floor Rennie's House, Durban, 4000

Ucingo: 086 031 11111

I-email:

Ikheli leposi: P.O Box 1014, Durban, 4000.

## **Izaziso ngama-cookie**

Lezi yizaziso ezingamafayela amancane ombhalo abekwe ku-hard drive yekhompuyutha yakho uma ungena kunoma iyiphi i-website. Ivumela ulwazi oluqoqwe kwi-web page eyodwa ukuba lugcinwe kuze kube yilapho ludingeka khona ukuze lusetshenziswe kwenye, ukuvumela i-website ukuba ikunikeze isipiliyoni sakho kanye nomnikazi we-website ngezibalo mayelana nokuthi uyisebenzisa kanjani i-website ukuze ithuthukiswe. Ezinye izaziso zingahlala isikhathi esinqunyiwe, njengosuku olulodwa noma uze uvale ikhasi okulo. Ezinye zihlala ingunaphakade. I-web browser okuyo kufanele ikuvumele ukuthi ususe noma yini uma uthanda. Kufanele futhi ikuvumele ukuthi uvimbele noma ubeke imikhawulo ekusetshenzisweni kwayo. I-website yethu isebenzisa lezi zaziso. Zibekwa yi-software esebenza kumaseva ethu, kanye ne-software esetshenziswa ngabantu besithathu abesenzela umsebenzi.

Uma uqala ukungena kwi-website yethu, sikubuza ukuthi uyafisa yini ukuthi sisebenzise ngama-cookie. Uma ukhetha ukungazamukeli, ngeke sizisebenzise ngesikhathi usekhasini lethu ngaphandle kokuqopha ukuthi awuvumanga ukuzisebenzisa noma ngayiphi enye inhloso. Uma ukhetha ukungazisebenzisi izaziso ngama-cookie noma uvimbela ukusetshenziswa kwazo ngokusebenzisa ama-browser setting, ngeke ukwazi ukuyisebenzisa ngokuphelele i-website yethu.

Sisebenzisa lezi zaziso ngale ndlela elandelayo:

- ukulandelela ukuthi uyisebenzisa kanjani i-website yethu;
- ukubhala ukuthi uyibonile yini imiyalezo ethize esiyikhombisa kwi-website yethu;
- ukukugcina uhleli kwi-website yethu;
- ukubhala izimpendulo zakho zesaveyi kanye nezemibuzo kwi-website yethu ngenkathi uphendula;
- ukuqopha ingxoxo eyenzeke bukhoma nethimba lethu lokweseka.

## **Ulwazi esiluloqayo ngesikhathi ungena kwi-website**

Izicelo ze-web browser yakho ezingena kwiseva yethu ukuthola ama-web pages kanye nokunye okuqukethwe kwi-website yethu ziyaqoshwa. Siqopha ulwazi olufana nendawo okuyo, umhlinzeki wakho we-inthanethi nekheli lakho le-IP. Siphinde siqophe ulwazi mayelana ne-software oyisebenzisayo ukungena kwi-website yethu, njengohlobo lwekhompyutha noma idivayisi kanye nokukhanya kweskrini.

Sisebenzisa lolu lwazi ukuthola isilinganiso esiphakathi sokuthandwa kwama-web page akwi-website yethu nokuthi sisebenza kanjani ukuninika okuqukethwe. Uma sekuhlangene nolunye ulwazi esilwaziyo ngawe kusukela ekungeneni kwakho kwi-website kwaphambilini, lolu lwazi mhlawumbe lungasetshenziselwa ukukuhlonza wena uqobo, ngisho noma ngabe awungenile kwi-website yethu.

[Sinikeza ulwazi oluthe xaxa mayelana nezaziso esizisebenzisayo ngokwenqubomgomo yethu yezaziso ngama-cookie].