

TELKOM SA SOC LIMITED
INHLANGANO YOMPHAKATHI
IMANUWALI YEPOPIA KANYE NEPAIA

Okuqukethwe

1.	IZINCAZELO	3
2.	ISINGENISO	5
3.	UKUBUYEKEZWA KWENKAMPANI	5
4.	IMINININGWANE NGEMIBANDELA YESIGABA 14	6
5.	IZINQUBO ZOKUCELA UKUFINYELELA OLWAZINI NOMA AMAREKHODI	12
6.	UKUCUBUNGULWA KOLWAZI LOMUNTU SIQU	14

1. IZINCAZELO

1.1 **“Isihloko seData”** kushiwo umuntu okuhloswe kuye ulwazi lomuntu siqu;

1.2 **“Isikhulu Sezolwazi”** sichaza:

- a) esimweni somuntu wemvelo, lowo muntu wemvelo noma yimuphu umuntu ogunyazwe ngokufanelekile ilowo munutu wemvelo;
- b) esimweni sokubambisana ebhizinisini, noma imuphi umlingani wobambiswano nanoma imuphi umuntu ogunyazwe ngokufanelekile ubambiswano;
- c) esimweni somuntu osemthethweni -
 - i. isikhulu esiphezulu noma isikhulu esilinganayo somuntu ngokomthetho nanoma yimuphi umuntu ogunyazwe ngokusemthethweni yisiphathimandla; noma
 - ii. umuntu obambile nanoma yimuphi umuntu ogunyazwe ngokusemthethweni yilowo muntu obambile;

1.3 **“PAIA”** uchaza uMthetho Wokukhuthaza Ukutholakala Kolwazi wezi - 2000 njengoba kuchitshiyelwe;

1.4 **“Ulwazi loMuntu Siqu”** kusho ulwazi oluphathelele nomuntu okhonjwayo, ophilayo, wemvelo, futhi lapho kufanele, umuntu ongokomthetho okhonjwayo, okhona, okuhlanganisa, kodwa kungagcini lapho—

- a) ulwazi oluhlobene nohlanga, ubulili, ubulili, ukukhulelwa, isimo somshado, izwe, ubuzwe noma inhlalo, umbala, ukukhetha ubulili, ubudala, impilo yomzimba noma yengqondo, inhlalakahle, ukukhubazeka, inkolo, unembeza, inkolelo, isiko, ulimi nokuzalwa komuntu;
- b) ulwazi oluhlobene nemfundo noma umlando wezokwelapha, wezezimali, wobugebengu noma wokuqashwa komuntu;
- c) noma iyiphi inombolo ekhombayo, uphawu, ikheli le-imeyili, ikheli lendawo, inombolo yocingo, imininingwane yendawo, isihlonzi esiku-inthanethi noma esinye isabelo kumuntu;
- d) ulwazi lwebhayomethriki yomuntu;
- e) imibono yomuntu, imibono noma okuthandwa ngumuntu;
- f) izincwadi ezithunyelwa ngumuntu eziyimfihlo noma ngokusobala noma ezinye izincwadi ezingadalula okuqokethwe yincwadi yokuqala;
- g) imibono noma imibono yomunye umuntu ngomuntu; kanye
- h) negama lomuntu uma livela nolunye ulwazi lomuntu siqu oluphathelele nomuntu noma uma ukudalulwa kwegama ngokwalo kuzoveza ulwazi ngomuntu;

1.5 **“POPIA”** ichaza uMthetho Wokuvikelwa Kolwazi Lomuntu uMthetho 4 ka-2013;

1.6 **“Inhlangano Ezimele”** ichaza:

- a) Umuntu ngokwemvelo oqhuba noma oke wahweba, ibhizinisi, noma umsebenzi ofundelwayo, kodwa ngaleyo ndlela kuphela;
- b) ubambiswano oluqhubekisela phambili noma oluqhubekile nokuhwebelana, ibhizinisi noma ubungcweti; noma
- c) noma yimuphi umuntu wangaphambili noma okhona ngokomthetho, kodwa kungafaki uhloko lukahulumeni;

1.7 **“Ukucubungula”** kusho noma yikuphi ukusebenza noma okwenziwayo nanoma iyiphi isethi yokusebenza, kungakhathaliseki ukuthi kwenziwa ngendlela ezenzakalelayo noma cha, mayelana nolwazi lomuntu siqu, okuhlanganisa—

- a) ukuqoqwa, ukutholwa, ukurekhoda, inhlangano, okuhlanganisa, ukugcinwa, ukuvuselela noma ukuguqulwa, ukubuyiswa, ukuguqulwa, ukubonisana noma ukusetshenziswa;
- b) ukusatshalaliswa ngendlela yokudlulisa, ukusabalalisa noma ukwenza kutholakale nganoma iyiphi enye indlela; noma
- c) okuhlanganisa, ukuxhumanisa, kanye nokuvinjelwa, ukucekelwa phansi, ukusulwa noma ukucekelwa phansi kolwazi;

1.8 **“Inhlangano Yomphakathi”** ichaza:

- (a) noma yimuphi umnyango wombuso noma wokuphatha ezingeni likazwelonke noma lesifundazwe likahulumeni nanoma yimuphi umasipala esigabeni sikahulumeni wasekhaya; noma
- (b) nanoma yisiphi esinye isikhungo noma isikhungo lapho—
 - (i) sisebenzisa amandla noma senza umsebenzi ngokoMthethosisekelo noma ngokomthethosisekelo wesifundazwe; noma
 - (ii) esebenzisa amandla omphakathi noma enze umsebenzi womphakathi ngokwanoma yimuphi umthetho;

1.9 **“Irekhodi”** lisho noma yikuphi okurekhodiwe ulwazi:

- a) kungakhathalekile ukuthi uluphi uhlobo;
- b) ephethwe noma elawulwa yileso sigungu sikahulumeni noma esizimele, ngokulandelana; futhi
- c) noma ngabe yasungulwa yilelo bandla lomphakathi noma elizimele, ngokulandelana;

1.10 **“Umceli”** maqondana nendikimba yangasese, isho:

- (a) noma yimuphi umuntu, okuhlanganisa, kodwa kungagcini, kuhloko lukahulumeni noma isikhulu salo, owenza isicelo sokuthola irekhodi laleyo nhlangano ezimele; noma
- (b) umuntu omele umuntu ohlongozwe endinyaneni (i);

- 1.11 **“Telkom”** kushiwo inkampani esohlwini ehlanganiswe ngokwemithetho yenkampani yaseNingizimu Afrika ngaphansi kwenombolo yokubhalisa 1991/006576/30.

2. ISINGENISO

- 2.1 UMthetho ufuna, phakathi kokunye, ukuqalisa ukusebenza kwelungelo lomthethosisekelo lokufinyelela kunoma yiluphi ulwazi oluphethwe umbuso noma yimuphi omunye umuntu lapho lolo lwazi ludingeka khona ukuze kusetshenziswe noma kuvikelwe noma yiliphi ilungelo.
- 2.2 UMthetho futhi udinga izinhlangano zikahulumeni nezizimele ukuba zenze amamanuwali ahlinzeka ngolwazi ngazo zombili izinhlobo nezigaba zamarekhodi aphethwe yilezo zikhungo zikahulumeni nezizimele. ITelkom SA SOC Limited (“Telkom”) iyinhlangano ezimele ngaphansi kwencazelo “yenhlangano yangasese” esigabeni soku-1 soMthetho. Lo mbhalo usebenza njengemanuwali ye-Telkom maqondana nolwazi noma amarekhodi ahlobene noTelkom okuyinhlangano ezimele.

3. UKUBUYEKEZWA KWENKAMPANI

- 3.1 ITelkom yinkampani esohlwini ehlanganiswe ngokwemithetho yenkampani yaseNingizimu Afrika ngaphansi kwenombolo yokubhalisa 1991/006576/30. Amasheya akwa-Telkom agcinwe ku-39.8% nguhulumeni waseNingizimu Afrika (ngokusebenzisa uNgqongqoshe Wezokuxhumana).
- 3.2 ITelkom inalezi zinkampani ezingaphansi kwayo ezilandelayo:
- (a) Swiftnet SOC Ltd (100%);
 - (b) Trudon (Pty) Ltd (100%);
 - (c) VS Gaming (Pty) Ltd (100%);
 - (d) Rossal No 65 (Pty) Ltd (100%);
 - (e) Intekom (Pty) Ltd (100%);
 - (f) Business Connexion Group Limited (100%);
 - (g) Gyro Properties (Pty) Ltd (100%); kanye ne
 - (h) Gyro Group (Pty) Ltd (100%).
- 3.3 ITelkom inalezi zigaba ezilandelayo:
- (a) I-Openserve;
 - (b) Telkom Consumer (Ikhasimende laseTelkom);
 - (c) SMB (Small Medium Business) (Ibhizinisi Elincane neliMaphakathi);
- 3.4 Ibhizinisi elikhulu le-Telkom yileli:
- (a) ukuhlinzeka ngezinsizakalo zokuxhumana ngogesi emphakathini kanye nezinsizakalo zenethiwekhi yezokuxhumana ngogesi ngokwemibandela yamalayisensi (Ilayisensi Yenethiwekhi Yezokuxhumana

Ngogesi kanye Nelayisense Yezinsizakalo Zokuxhumana Ngogesi) enikezwe yona ngokoMthetho Wezokuxhumana Ngobuchwepheshe, 36 ka-2005;

- (b) izinsiza zezobuchwepheshe bolwazi emphakathini; futhi
- (c) izinsiza ezihlinzekwa ngokuSebenza Kwesikhungo Sedatha.

4. IMINININGWANE NGEMIBANDELA YESIGABA 14

4.1 Imininingwane Yokuxhumana

- (a) Isikhulu Esihlinzeka Ngolwazi sakwaTelkom:

Igama: Mnu. Serame Taukobong

Ikheli Leposi: Private Bag X881
PRETORIA, 0001

Ikheli leNdawo: Telkom Park
61 Oak Avenue
Highveld Technopark, CENTURION, 0157

I-imeyili: paia@telkom.co.za

- (b) ISikhulu Esibhekele Ulwazi sigunyaze ngokusemthethweni abantu abangezansi njengamaPhini Ezikhulu Zolwazi ukuze baqinisekise ukuthi izidingo zoMthetho ziphathwa ngendlela enobulungiswa, enenjongo futhi engachemi:

Amasekela Ezikhulu Zolwazi: Mnu. Lunga Siyo (Umthengi weTelkom)
Mnu. Althon Beukes (I-Openserve)
Mnu. Dirk Reyneke (Ezezimali)
Nksz. Melody Lekota (Umnyango Wabasebenzi)

Ikheli Leposi: Private Bag X881
PRETORIA, 0001

Ikheli leNdawo: Telkom Park
61 Oak Avenue
Highveld Technopark, CENTURION, 0157

Inombolo Yocingo: +27 12 311 1104

Inombolo Yesihaxamezi: +27 86 490 0566

I-imeyili: paia@telkom.co.za

Isizindalwazi: www.telkom.co.za

4.2 Umhlahlandlela Wesigaba 10

UMlawuli Wolwazi, ngokwesigaba 10 soMthetho, uzohlenganisa umhlahlandlela ngokusetshenziswa koMthetho. Lo mlahlandlela uyatholakala kuMlawuli Wolwazi kuleli kheli elilandelayo:

P O Box 31533
Braamfontein, Johannesburg, 2017

Ucingo: +27 10 023 5200

I-imeyili: enquiries@infoeregulator.org.za [mailto:](mailto:enquiries@infoeregulator.org.za)

Isizindalwazi: www.infoeregulator.org.za

4.3 Amarekhodi Atholakala Ngokuzenzakalelayo

Amarekhodi atholakala ngokuzenzakalelayo emphakathini wonke amarekhodi akwa-Telkom afakwe ngokwemibandela yezidingo zikahulumeni njengoMbhalisi wamaTayitela, wonke amarekhodi kumabhukwana namapheshana ashicilelwe ngabakwaTelkom nawo wonke amarekhodi atholakala kusizindalwazi sakwaTelkom.

4.4 Amarekhodi atholakala ngokuhambisana nanoma yimuphi omunye umthetho

ITelkom inamarekhodi atholakalayo ngokuhambisana nalo mthetho olandelayo:

- (a) UMthetho Wezempilo Nokuphepha Emsebenzini wama-29 ka-1996;
- (b) UMthetho Wentela Engeziwe wama-89 ka-1991;
- (c) UMthetho Wentela Yemali Engenayo wama-58 ka-1962;
- (d) Umthetho Wezinkampani wama-71 wezi-2008;
- (e) Umthetho Wezokuxhumana Ngogesi, wama-36 wezi-2005;
- (f) UMthetho Wezokuxhumana Nokuqhutshwa Kwe-elektronikhi wama-25 ka-2002;
- (g) UMthetho Wokuvikelwa Kwabathengi wama-68 ka-2008;
- (h) Umthetho Wokuncintisana wama-89 ka-1998;
- (i) Umthetho Wezimo Eziyisisekelo Zokusebenza wama-75 ka-1997;
- (j) Inhlawulo Yokulimala Nezifo Emsebenzini we-130 ka-1993;
- (k) UMthetho Wokulingana Emsebenzini, wama-55 ka-1998;
- (l) UMthetho Wezobudlelwano Kwabasebenzi wama-66 ka-1995;
- (m) UMthetho Kazwelonke Wokuphathwa Kwemvelo we-107 ka-1998;
- (n) UMthetho Wezintela Zokuthuthukiswa Kwamakhono wama-55 ka-1998;

- (o) UMthetho Wezimpawu Zokuhweba we-194 ka-1993;
- (p) Umthetho Womshuwalense Wokungaqashwa wama-30 ka-1966;
- (q) UMthetho Womnyango Wezimpahla kanye Nentela wama-91 ka-1964;
- (r) UMthetho Wokuthuthukiswa Kwamakhono wama-97 ka-1998;
- (s) UMthetho weSigungu seziQu saseNingizimu Afrika wama-58 ka-1995;
- (t) Umthetho Wezibalo wesi-6 ka-1999; kanye
- (u) Imithetho Nemithethonqubo kanye Nezimfuneko zokufakwa ohlwini kwe-JSE Stock Exchange yaseNingizimu Afrika.

4.5 Incazelo yezihloko zamarekhodi aphelelwe yi-Telkom kanye nezigaba lezi zihloko ezibekwe ngazo, lapho kufanele kwenziwe isicelo esisemthethweni saleyo mibhalo.

ITelkom inala marekhodi nolwazi olulandelayo oluhlukaniswe ngezigaba ezilandelayo:

(a) Amarekhodi kamabhalane eNkampani

- i. Imemorandamu Yokungeniswa;
- ii. Irejista Yenkampani Ehlanganisiwe;
- iii. Amaminithi emihlangano yeBhodi, amaKomidi alo kanye neKomidi eliPhezulu;
- iv. Umqulu Webhodi kanye Nosomqulu Wekomidi Lebhodi;
- v. Izimbuyiselo ezingokomthetho;
- vi. Amandla Okwenza njengoMmeli Ngokugunyaziwe;
- vii. Ukudluliselwa Kwegunya; kanye
- viii. Nezitifiketi Zamasheya.

(b) Impahla Enyakazayo Nenganyakazi

- i. Amatayitela;
- ii. Izivumelwano Zokuqashisa;
- iii. Izivumelwano Zokuqasha;
- iv. Izivumelwano zokuthenga ngokuqasha;
- v. Izivumelwano Zokuthengisa Ngesikweletu; kanye
- vi. Nezivumelwano Zokuthengisa Ezivamile Nezinemibandela.

(c) Impahla Yengqondo

- i. Izimpawu Zokuhweba;
- ii. Amalungelo obunikazi;
- iii. Amalungelo okushicilela;
- iv. Imiklamo;
- v. Ulwazi; kanye
- vi. Namalayasense.

(d) Umshwalense

- i. Izinqubomgomo; futhi
- ii. Namafoyela ezimangalo zomshwalense.

(e) Intela

- i. Imbuyiselo yentela engenayo;
- ii. Imbuyiselo yeVAT;
- iii. Imbuyiselo yePAYE;
- iv. Imbuyiselo yentela yeRSC; kanye
- v. Nemibuyiselo yeUIF.

(f) Ezabasebenzi

- i. Izinqubomgomo nezinqubo;
- ii. Ulwazi lwabasebenzi;
- iii. Izivumelwano zokuqashwa;
- iv. Amafomu nezicelo;
- v. Izincwadi ezijwayelekile kanye nezaziso;
- vi. Imibiko yamaholo;
- vii. AmaPayslips;
- viii. Ama-IRP5's;
- ix. Izincwadi zezingozi namarekhodi;

- x. Izivumelwano zendawo yokusebenza kanye neNyunyana namarekhodi;
- xi. Imithetho namarekhodi ezinhlelo zezinzuzo zezisebenzi ;
- xii. Amarekhodi ezokuphepha, Ezempilo kanye Nemvelo;
- xiii. Amarekhodi ezingxabano zabasebenzi;
- xiv. Umthetho wokuqondisa igwegwe;
- xv. Inqubo Yezikhalazo; kanye
- xvi. Nokuqeqeshwa kwabasebenzi .

(g) Ezezimali

- i. Izitatimende zezimali zonyaka ezihloliwe;
- ii. Ama-akhawunti okuphatha;
- iii. Imininingwane yasebhange nama-akhawunti asebhange;
- iv. Izitatimende nama-invoyisi esikweletu/nabakweletwayo;
- v. Amaleja jikelele kanye namaleja angaphansi;
- vi. Ukubuyisana kweleja jikelele; kanye
- vii. Nezinqubomgomo Nezinqubo.

(h) Ukuzuza

- i. Izinqubomgomo nezinqubo/amabhukwana;
- ii. Imibiko kanye nemibhalo esekelayo;
- iii. Imibhalo yamathenda;
- iv. Imigomo Nemibandela Ejwayelekile yokuhlinzekwa kwezinsizakalo, imikhiqizo kanye nesofthiwe kwa-Telkom;
- v. Izivumelwano nolwazi lukasonkontileka, amakhasimende kanye nabaphakeli; kanye
- vi. Nemibhalo yokuphepha.

(i) Imisebenzi

- i. Ukukhokhisa;
- ii. Amakhasimende;
- iii. Ithrafikhi yezokuxhumana;

- iv. Inethiwekhi;
- v. Amanani entengo;
- vi. Imikhiqizo;
- vii. Ukuxhumana;
- viii. Ukuhlaliswa kwama-inter-opharetha;
- ix. Izingqubomgomo Nezingqubo; kanye
- x. Noma yiziphi izivumelwano ezihlobene nokusebenza kweTelkom.

(j) Ezomthetho

- i. Izinkontileka;
- ii. Izingxabano zezentengiselwano; kanye
- iii. Nokuqulwa kwecala.

(k) Ukulawula

- i. Izimvume, amalayisense, izimvume, ukugunyazwa, ukugunyazwa, izicelo, ukubhaliswa kanye nokukhululwa;
- ii. Izethulo ku-ICASA;
- iii. Izethulo ephalamende; kanye
- iv. Izingxabano.

(l) Ubuchwepheshe Bolwazi

- i. Imibhalo yesistimu namabhukwana;
- ii. Iphrojekthi, izinhlelo zokulungisa izinhlekelele kanye nokuqaliswa kwazo;
- iii. imibhalo yenqubomgomo ye-inthanethi; kanye
- iv. Nemibhalo yenqubomgomo yekhompuyutha.

(m) Ukuphatha

- i. I-inthanethi; kanye
- ii. Nokuxhumana nabangaphakathi nabangaphandle.

5. IZINQUBO ZOKUCELA UKUFINYELELA OLWAZI NOMA AMAREKHODI

- (a) Umfakisiselo kumele asebenzise iFomu C elinqunyiwe elifakwe kuleli bhukwana, ukwenza isicelo sokuthola irekhodi.
- (b) Isicelo kumele senziwe kwiPhini leSikhulu soLwazi esinemininingwane yokuxhumana ebekwe endimeni 4.1(b) ngenhla. Ifomu C eligcwalisiwe kanye nokukhokhwa kwemali yesicelo (uma ikhona) kanye nediphozithi (uma ikhona) kufanele kuthunyelwe ekhelini, enombolweni yefeksi noma ekhelini le-imeyili lalelo sekela lesikhulu solwazi elibekwe endimeni 4.1(b) ngenhla.
- (c) Umfakisiselo kumele ahlinzeke ngemininingwane eyanele efomini lesicelo ukuze iPhini leSikhulu soLwazi likwazi ukuhlonza irekhodi eliceliwe kanye nomfakisiselo. Lapho isicelo senziwe umuntu ozicelela ulwazi oluqondene naye, enguMfakisiselo efuna ukufinyelela kumarekhodi aqukethe imininingwane yakhe siqu, umfakisiselo kudingeka anikeze uhlobo olwamukelekayo lokumazi njengekhophi eqinisekisiwe kamazisi wakhe nanoma yiluphi olunye uhlobo lomazisi wakhe. Umazisi owamukelekayo kwaTelkom.
- (d) Umfakisiselo kufanele futhi aveze ukuthi yiluphi uhlobo lokufinyelela oludingekayo. Umfakisiselo kufanele futhi aveze uma efisa ukwaziswa nganoma iyiphi enye indlela futhi asho nemininingwane edingekayo ukuze aziswe.
- (e) Umfakisiselo kufanele ahlonze ilungelo afuna ukulisebenzisa noma ukulivikela futhi anikeze incazelo yokuthi kungani irekhodi eliceliwe lidingeka ukuze kusetshenziswe noma kuvikelwe lelo lungelo.
- (f) Uma isicelo senziwa egameni lomunye umuntu, umfakisiselo kufanele alethe ubufakazi besikhundla umfakisiselo enza ngaso isicelo, ukuze kweliseke abantu othintana nabo bakwaTelkom.
- (g) IPhini leSikhulu soLwazi liyokwazisa umfakisiselo isaziso, esidinga ukuthi umfakisiselo akhokhe imali enqunyiwe (uma ikhona) ngaphambi kokuthi kuqhutshekwe nokusetshenzwa kwesicelo.

5.1 Izimali Ezinqunyiwe maqondana Nezinhloko Ezizimele

- (a) Izimali ezinqunyiwe zezicelo ezikhungweni ezizimele ziyatholakala kusizindalwazi soMqondisi Wolwazi ku www.inforegulator.org.za kanye nesizindalwazi soMnyango Wezobulungiswa Nokuthuthukiswa Komthethosisekelo ku www.justice.gov.za.
- (b) Imininingwane yasebhange ezosetshenziswa imi kanje:

Khokha	Telkom SA Limited
Ibhange	ABSA Bank
Igama	Telkom SA Internet Account
ICurrent account	40-5348-4386
Igatsha	Pretoria
IKhodi yeGatsha *	632005
Ikhodi yeSWIFT	ABSAZAJJ
IReferensi	PAIA

5.2 Isinqumo sokuvuma noma ukwenqaba isicelo sokufinyelela kumarekhodi

ITelkom kufanele, zingakapheli izinsuku ezingama-30 ithole isicelo sokufinyelela kumarekhodi, izonquma ukuthi iyasivuma noma iyasenqaba isicelo futhi inikeze isaziso ngezizathu (uma kudingekile) zalokho. Isikhathi sezinsuku ezingama-30 uTelkom okufanele anqume ngaso ukuthi uyasivuma noma uyasenqaba isicelo, singanwetshwa ngesinye isikhathi esingeqile ezinsukwini ezingama-30, uma ulwazi lungenakutholakala ngokufanelekile phakathi nesikhathi sokuqala esiyizinsuku ezingama-30. Isekela lesiPhathimandla soLwazi lizokwazisa umfakisisicelo ngokubhala uma kudingeka ukuba kwandiswe isikhathi.

5.3 Izizathu Zokwenqaba Ukutholakala Kwamarekhodi

(a) ITelkom ingase yenqabe isicelo solwazi noma irekhodi uma lolu lwazi noma irekhodi lihlobene:

- i. isivikelo esiyisibopho sobumfihlo bomuntu wesithathu ongumuntu wemvelo, okubandakanya ukudalulwa okungenangqondo kolwazi lomuntu siqu lwalowo muntu wemvelo.
- ii. isivikelo esiyisibopho solwazi lwezohwebo lomuntu wesithathu, uma irekhodi liqukethe:
 1. izimfihlo zohwebo zalowo muntu wesithathu;
 2. ulwazi olungenamali, lwezohwebo, lwesayensi noma lobuchwepheshe okungenzeka ukuthi ukudalulwa kungabangela ukulimala kwezezimali noma kwezohwebo zalowo muntu wesithathu;
 3. ulwazi oludalulwe ngokuthenjwa ngumuntu wesithathu kwa-Telkom, uma ukudalulwa kungabeka lowo muntu kusimo esingasihle ezingxoxweni noma emqhudelwaneni wezohwebo.
- iii. isivikelo esiyisibopho solwazi oluyimfihlo lwabantu besithathu uma luvikelwe ngokwanoma yisiphi isivumelwano;
- iv. isivikelo esiyisibopho sokuphepha kwabantu ngabanye kanye nokuvikelwa kwempahla;
- v. ukuvikelwa okuyimpoqo kwamadokodo amaphoyisa ezinkantolo zebheyili, kanye nokuvikelwa kokugcinwa komthetho kanye nokuqulwa kwecala;
- vi. ukuvikelwa okuyisibopho kwamarekhodi azothathwa njenganelungelo lokuqulwa kwecala ezinkantolo;
- vii. ezokuvikela, ezokuphepha kanye nobudlelwano bamazwe ngamazwe eRiphabhuliki
- viii. imisebenzi yezohwebo yakwaTelkom, engabandakanya:
 1. izimfihlo zohwebo zalowo muntu wesithathu;
 2. ulwazi lwezezimali, lwezohwebo, lwesayensi noma lobuchwepheshe okungenzeka ukuthi ukudalulwa kungabangela ukulimala kwezezimali noma kwezohwebo zalowo muntu wesithathu.

3. ulwazi oludalulwe ngokuthenjwa ngumuntu wesithathu kwa-Telkom, uma ukudalulwa kungabeka lowo muntu kusimo esingesihle ezingxoxweni noma emqhudelwaneni wezohwebo.
 4. uhlelo lwekhompyutha oluphethwe ngabakwa-Telkom futhi oluvikelwe yilungelo lobunikazi;
- vii. ukuvikelwa okuyisibopho kolwazi locwaningo lweTelkom noma lwesithathu, uma ukudalulwa kwayo kuzodalula ubunikazi beTelkom, umcwaningi noma isihloko socwaningo futhi kuzobeka ucwaningo esimweni esingesihle.
- (b) UTelkom uyosenqaba isicelo solwazi lapho izicelo ezinjalo ziyubala noma ziyuhlupho noma zibandakanya ukuphambukiswa kwezinsiza zakwa-Telkom ngendlela engafanele.
 - (c) Noma yiliphi elinye ilungelo lokwenqaba njengoba kuvunyelwe ngaphansi koMthetho.

5.4 Amakhambi atholakalayo kuMfakisicelo uma enqaba isicelo sokuthola amarekhodi

- (a) ITelkom ayinazo izinqubo zangaphakathi zesikhalazo. Ngakho, isinqumo esithathwe yiPhini Lesikhulu Esibhekele Ulwazi siwujuqu .
- (b) Esimeni lapho uTelkom enqaba ukunikeza umfakisicelo ukufinyelela kumarekhodi aceliwe, umfakisicelo angafaka isicelo enkantolo, zingakapheli izinsuku eziyi-180 kukhishwe isinqumo, ukuze iTelkom iyalwe ukuba inikeze umfakisicelo ukufinyelela kumarekhodi aceliwe.
- (c) Esimeni lapho inkantolo iyalela uTelkom ukuthi anikeze uMfakisicelo ukufinyelela kumarekhodi aceliwe, umfakisicelo kufanele akhokhe imali yokuwathola kabusha, ukucinga, ukulungiswa kanye nesikhathi esithathiwe ukuhlinzeka ngamarekhodi, ngaphezu kwamahora abekiwe. ukucinga nokulungiselela irekhodi ukuze lidalulwe.

6. UKUCUBUNGULWA KOLWAZI LOMUNTU SIQU

6.1 Inhloso Yokucubungula Ulwazi Lomuntu Siqu

Izinjongo esicubungula ngazo ulwazi lomuntu siqu zifaka phakathi, kodwa azikhawulelwe kuzo:

- (a) ukuphendula umbuzo wakho;
- (b) ukuhlinzeka ngamasevisi noma imikhiqizo kuwe;
- (c) sinikeze ukufinyelela emakhasini avinjelwe kusizindalwazi sethu;
- (d) athobele izidingo zomthetho noma amakhodi emboni;
- (e) ukumaketha noma ukukhangisa amasevisi nemikhiqizo yethu;
- (f) izizathu zokuphepha nokuvikeleka; futhi
- (g) hlanganisa imininingwane yezibalo okungeyona eyomuntu siqu mayelana nemikhuba yokuphequlula, amaphethini okuchofoza kanye nokufinyelela kusizindalwazi sakwaTelkom.

6.2 Izigaba Zezihloko Zedatha

iTelkom ingase yamukele, iqoqe futhi ibambe ulwazi lomuntu siqu namarekhodi ezigaba ezilandelayo zezihloko zedatha:

- (a) Abasebenzi/abasebenzi, amalungu ebhodi yakwaTelkom;
- (b) Amakhasimende akwaTelkom;
- (c) Abahlinzeki bezinsizakalo kwaTelkom; futhi
- (d) Abantu okungenzeka ukuthi banebhizinisi.

6.3 Izigaba zabamukeli bolwazi lomuntu siqu olunikezwa iTelkom

Abathintekayo esidalula ulwazi lomuntu siqu ukuze sibafake, kodwa abakhawulelwe kubo:

- (a) Abangaphansi nabamele iTelkom;
- (b) Abahlinzeki bezinsizakalo kwaTelkom;
- (c) Izikhungo zokuqoqa izikweletu ezigunyaziwe; futhi
- (d) abalawuli, izinkantolo, izinkantolo kanye nezikhungo eziqinisekisa ukuthotshelwa komthetho.

6.4 Ukugeleza kolwazi oluwela umngcele

- (a) iTelkom kumele idlulisele ulwazi lomuntu siqu ezweni elingaphandle kweRiphabhulikhi yaseNingizimu Afrika ukuze lucutshungulwe noma lugcinwe futhi kuze kube yilesa silinganiso, iTelkom izongena ezivumelwaneni ezifanele zokugcinwa kwemfihlo nenkampani esebenzisana nayo kanye/noma nokhontileka ongaphansi, ukuze kuqinisekise ukuthi lokho kudlulisa kuyokwenziwa. ngaphansi kwezinga elanele lokuvikela njengoba kuchazwe ku-POPIA.
- (b) iTelkom ingase idlulisele imininingwane yakho kwamanye amazwe angenakho ukuvikeleka okufanayo njengoba kuhlinzekwe ku-POPIA, ngemvume Yesihloko Solwazi.

6.5 Ukwenqaba Ukucutshungulwa Kolwazi Lomuntu Siqu

Isihloko Sedatha, nganoma yisiphi isikhathi singaphikisa Ukucutshungulwa Kolwazi Lwaso Lomuntu Siqu ngeFomu 1 elinqunyiwe elinamathiselwe kule ncwadi, kuncike kokuhlukile okuqokethwe ku-POPIA.

6.6 Isicelo sokulungiswa noma ukususwa kolwazi lomuntu siqu

Isihloko Sedatha singacela ukuthi Ulwazi Lwaso Lomuntu Siqu lulungiswe/lususwe efomini elinqunyiwe lesi-2 elinamathiselwe kuleli bhukwana, kuncike ezinhlinzekweni ze-POPIA.

6.7 Ukutholakala Kwebhukwana

Leli bhukwana lenziwe latholakala kuMlawuli Wolwazi, ngokuhambisana neMithethonqubo emenyezwe ngokoMthetho futhi ishicilelwe kusizindalwazi sakwaTelkom.

UFOMU A

ISICELO SOKUFINYELEKA KWIREKHODI LWENHLANGANO YOMPHAKATHI

(Isigaba 18(1) soMthetho wokuKhuthaza Ukutholakala koLwazi, wezi-2000)

(uMthetho. No. 2 wezi-2000)

[Umthethonqubo 6]

A. Imininingwane Yenhlango Yomphakathi

Isikhulu Sezolwazi/Isekela Lesikhulu Sezolwazi:

B. Imininingwane yomuntu ocela ukufinyelela kurekhodi

- (a) Imininingwane yomuntu ocela ukufinyelela kwirekhodi kufanele inikezwe ngezansi.
- (b) Ikheli kanye/noma inombolo yefeksi yaseRiphabhulikhi lapho kuzothunyelwa khona ulwazi kufanele kunikezwe.
- (c) Ubufakazi besikhundla isicelo esenziwa ngaso, uma bukhona, kufanele bunanyathiselwe .

Amagama nesibongo okuphelele:

Inombolo kamazisi: _____

Ikheli Leposi: _____

Inombolo Yesihaxamezi: _____

Inombolo Yocingo: _____

Ikheli le-Imeyili: _____

Isikhundla isicelo esenziwa ngaso, uma senziwa egameni lomunye umuntu: _____

C. Imininingwane yomuntu isicelo esenziwa egameni lakhe

Lesi sigaba kufanele sigcwaliswe KUPHELA uma isicelo solwazi senzelwa omunye umuntu

Amagama nesibongo okuphelele:

Inombolo kamazisi: _____

D. Imininingwane yerekhodi

(a) Nikeza imininingwane egcwele yerekhodi okucelwa ukufinyelela kulo, kuhlenganisa nenombolo yereferensi uma uyazi, ukuze irekhodi litholakale. .

(b) Uma isikhala esinikeziwe singanele, sicela uqhubeke kwelinye ikhasi bese ulinamathisela kuleli fomu. Umfakisicelo kumele asayine wonke amaphepha engeziwe .

1. Incazelo yerekhodi noma ingxenye efanele yerekhodi:

2. Inombolo yereferensi, uma ikhona: _____

3. Noma yimiphi eminye imininingwane yerekhodi: _____

E. Izimali

- (a) Isicelo sokuthola irekhodi, ngaphandle kwerekhodi eliqukethe ulwazi lomuntu siqu, sizocutshungulwa kuphela ngemva kokuba imali yokucela isikhokhiwe.
- (b) Uzokwaziswa ngemali edingekayo ukuze ukhokhelwe njengemali yesicelo.
- (c) Imali ekhokhwayo yokuthola irekhodi incike ohlotsheni ukufinyelela okudingeka ngalo kanye nesikhathi esidingekayo sokucinga nokulungisa irekhodi.
- (d) Uma ufaneleka ukukhululwa ekukhokhweni kwanoma iyiphi imali, sicela usho isizathu sokukhululwa.

Isizathu sokukhululwa ekukhokhweni kwezimali: _____

F. Indlela yokufinyelela kurekhodi

Uma uvinjelwa ukukhubazeka ukufunda, ukubuka noma ukulalela irekhodi ngendlela yokufinyelela ehlinzekwe ku-1 kuya ku-4 ngezansi, sho ukukhubazeka kwakho futhi ubonise ukuthi irekhodi lidingeka ngayiphi indlela.	
Ukukhubazeka: _____ _____	Uhlobo lerekhodi elidingekalayo: _____ _____
Maka ibhokisi elifanele ngo-X. QAPHELA: (a) Ukuhambisana nesicelo sakho sokuthola ulwazi ngefomu elishiwo kungancika ohlotsheni irekhodi elitholakala ngalo. (b) Ukufinyelela ngendlela eceliwe kungase kwenqatshwe ezimeni ezithile. Esimeni esinjalo uzokwaziswa ukuthi ukufinyelela kuzonikezwa ngenye indlela. (c) Imali ekhokhwayo yokuthola irekhodi, uma ikhona, iyonqunywa ngokwengxenywe uhlobo ukufinyelela okucelwe ngalo.	
1. Uma irekhodi libhalwe phansi noma liphrintiwe:	
Ikhophi yerekhodi *	Ukuhlolwa kwerekhodi

2. Uma irekhodi liqukethe izithombe ezibukwayo (lokhu kuhlenganisa izithombe, amaslayidi, amavidiyo aqoshiwe, izithombe ezikhiqizwe ngekompuyutha, imidwebo, njll.):		
Buka izithombe	Ikhophi yezithombe*	Ukulotshwa kwezithombe*
3. Uma irekhodi liqukethe amagama arekhodiwe noma ulwazi olungaphinde lwenziwe ngomsindo:		
Lalela iculo (ikhasethi elilalelwayo)	Ukulotshwa kwengoma yomsindo* (idokhumenti ebhaliwe noma ephrintiwe)	
4. Uma irekhodi ligcinwe kukompuyutha noma ngendlela ye-elektronikhi noma efundekayo ngomshini:		
Ikhophi ephrintiwe yerekhodi *	Ikhophi ephrintiwe yolwazi olutholakala kwirekhodi *	Kopisha ngendlela efundekayo ngekompuyutha* (i-stiffy noma i-compact disc)
*Uma ucele ikhophi noma okulotshiweyo kwerekhodi (ngenhla), ufisa ukuthi ikhophi noma okulotshiweyo kuthunyelwe kuwe? Imali yokuposa iyakhokhwa.	YEBO	CHA

G. Isaziso sesinqumo mayelana nesicelo sokufinyelela

Uzokwaziswa ngokubhaliwe ukuthi isicelo sakho sivunyiwe/saliwe. Uma ufisa ukwaziswa ngenye indlela, sicela usho indlela futhi unikeze imininingwane edingekayo ukuze sikwazi ukuthobela isicelo sakho.

Ungathanda ukwaziswa kanjani ngesinqumo mayelana nesicelo sakho sokufinyelela irekhodi?

Kusayinwe e _____ ngomhla zi _____ usuku _____
20 _____

ISIGINISHA YOMCELI / UMUNTU

UFOMU 1

UKUPHIKA KOKUCUBUNGULWA KOLWAZI LOMUNTU NGOKWESIGABA SE-11 (3) SOMTHETHO
WOKUVIKELWA KOLWAZI LOMUNTU, 2013 (UMTHETHO NO. 4 WEZI-2013)

IMITHETHO EPHATHELENE NEKUVIKELELWA KOLWAZI LOMUNTU SIQU, 2018

[Umthethonqubo 2]

Qaphela:

1. Ama-afidavithi noma obunye ubufakazi bemibhalo njengoba busebenza ukweseka ukuphikisa bungananyathiselwa.
2. Uma isikhala esihlinzekwe kuleli fomu singanele, thumela ulwazi njengesithasiselo kuleli fomu bese usayina ikhasi ngalinye.
3. Gcwalisa okufanele.

A	IMINININGWANE YESIHLOKO SEDATHA
Amagama nesibongo/igama elibhalisiwe lesihloko sedatha:	
Isikhombi esiyinqayizivele/Inombolo kamazisi	
Ikheli lendawo yokuhlala, leposi noma lebhizinisi:	
	Ikhodi ()
Izinombolo zoxhumana:	
Inombolo yesihaxamezi/ikheli le-imeyili:	
B	Imininingwane Yomuntu Onomthwalo Wemfanelo
Amagama kanye nesibongo/igama elibhalisiwe lomuntu onomthwalo wemfanelo:	
Ikheli lendawo yokuhlala, leposi noma lebhizinisi:	
	Ikhodi ()
Izinombolo zoxhumana:	

Inombolo yesihaxamezi/ikheli le-imeyili:	
C	IZIZATHU ZOKUPHIKA NGOKWESIGABA 11 (1) (d) kuye ku-(f) (Sicela unikeze izizathu ezinemininingwane zokuphikisa)

Kusayinwe e _____ ngomhla zi _____ usuku ku _____
20 _____

Isiginesha yesihloko sedatha/umuntu oqokiwe

IFOMU 2

ISICELO SOKULUNGISWA NOMA UKUSUSWA KOLWAZI LOMUNTU NOMA UKUKONA NOMA UKUSUSWA KWEREKHODI LOLWAZI LOMUNTU NGEMIBANDELA YESIGABA 24 (1) SOMTHETHO WOKUVIKELWA KOLWAZI LOMUNTU, 2013 (UMTHETHO NO. 4 KA-2013)

IMITHETHO EPHATHELENE NEKUVIKELELWA KOLWAZI LOMUNTU, 2018

[Umthethonqubo 3]

QAPHELA:

1. Ama-afidavithi noma obunye ubufakazi bamadokhumenti njengoba bukhona ekusekeleni isicelo bungananyathiselwa.
2. Uma isikhala esihlinzekwe kuleli fomu singanele, thumela ulwazi njengesithasiselo kuleli fomu bese usayina ikhasi ngalinye.
3. Qedela njengoba kusebenza.

Maka ibhokisi elifanele ngo-"x".

Cela:

	Ukulungiswa noma ukususwa kolwazi lomuntu siqu mayelana nesihloko sedatha esiphethwe noma ngaphansi kokulawulwa yinhlangano enesibopho .
	Ukucekela phansi noma ukususwa kwerekhodi lolwazi lomuntu siqu mayelana nesihloko sedatha esiphethwe noma esilawulwa yilowo othintekayo futhi ongasagunyaziwe ukugcina irekhodi lolwazi..

A	IMININGWANE YESIHLOKO SEDATHA
Amagama nesibongo/igama elibhalisiwe lesihloko sedatha:	
Isikhombi esiyinqayizivele/Inombolo kamazisi	
Ikheli lendawo yokuhlala, leposi noma lebhizinisi:	
Izinombolo zoxhumana:	
Inombolo yesihaxamezi/ikheli le-imeyili:	
	IKHODI ()

B	Imininingwane Yomuntu Onomthwalo Wemfanelo
Amagama kanye nesibongo/igama elibhalisiwe lomuntu onomthwalo wemfanelo:	
Ikheli lendawo yokuhlala, leposi noma lebhizinisi:	
	IKHODI ()
Izinombolo zoxhumana:	
Inombolo yesihaxamezi/ikheli le-imeyili:	
C	ULWAZI OKUFANELE ULUNGISWE/LUSUSWE/
D	<p>IZIZATHU *ZOKULUNGISA NOMA UKUSUSWA KOLWAZI LOMUNTU MAYELANA NESIHLOKO SEDATHA NGOKWEMIBANDELA YESIGABA SAMA-24 (1) (a) ESIMEMENI NOMA NGAPHANSI KOLAWULO LWEQEMBU ELIPHEPHILE; kanye noma IZIZATHU *ZOKUKHISHWA NOMA UKUSUSWA KWEREKHODI LOLWAZI LOMUNTU MAYELANA NESIHLOKO SEDATHA NGOKWEMIGOMO YESIGABA SAMA-24 (1) (b) OKUTHI IQEMBU ELIBOPHEZELE AYISAGUNYAZWA UKULIGCINA.</p> <p><i>(Sicela unikeze izizathu ezinemininingwane zokuphikisa)</i></p>
<p>Kusayinwe e _____ ngomhla zi _____ usuku _____ 20 _____</p> <p style="text-align: right;">_____</p> <p style="text-align: right;"><i>Isignesha yesihloko sedatha/umuntu oqokiwe</i></p>	