 RAND WATER		UHLOBO LWEDOKHUMENTI: IMANUWALI		INOMBOLO YEDOKHUMENTI: RW REC 00100 M	
ISIHLOKO: IMANUWALI NGOKWESIGABA 14 SOMTHETHO ONGUNOMBOLO 2 WEZI-2000 WOKUKHUTHAZA UKUFINYELELWA KOLWAZI				INOMBOLO YESIBUKEZO: 04	
UMNIKAZI WEDOKHUMENTI: ISIKHULU ESIYINHLOKO SEZINSIZAKALO EZABELWE			USUKU LOKUQALA:		
UMBHALI: UMNANGO WAMAREKHODI WENKAMPANI					
(1) I-PDU Ihloliwe Umphathi Wokuthuthukiswa Kwenqubomgomo		(3) UMNKAZI Isesebenzi Esiyinhloko Solwazi Lwezobuchwepheshe		(4) IGUNYAZWE: Isikhulu Esiyinhloko	

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1. UHLU LWEZIMFINYEZO KANYE NEZIFUSHANISO

ITEMU/I-ACRONYM	INCAZELO
Umthetho	Umthetho Ongunombolo 2 wezi-2000 Wokukhuthaza Ukutholakala Kolwazi
“CE”	Isikhulu Esiyinhloko
“DIO”	Isekela Lesikhulu Esihlinzeka Ngolwazi
“DTI”	Ubuchwepheshe Obudijithali Nolwazi
“IO”	Isikhulu Esihlinzeka Ngolwazi
“PAIA”	Umthetho Ongunombolo 2 wezi-2000 Wokukhuthaza Ukutholakala Kolwazi (njengoba ungachitshiyelwa ngezikhathi ezithile)
“POPIA”	Umthetho Ongunombolo 4 wezi-2013 Wokuvikelwa Kolwazi Lomuntu Siqu;
“Umlawuli”	Umlawuli Wolwazi
“Rand Water”	<ul style="list-style-type: none"> i. Isigungu esengamele esisungulwe ngokweSigaba 28 sifundwa neSigaba 84 soMthetho Wezinsiza Zamanzi; kanye ii. Izinkampani ezingaphansi ngazinye zesigungu esilawulayo ezihlonzwe ku (i) ngenhla: <ul style="list-style-type: none"> a) Rand Water Services (Pty) Ltd; b) Rand Water Foundation (Pty) Ltd;
“Umthetho Wezinsiza Zamanzi”	Umthetho Ongunombolo 108 we-1998.

2. ISETHULO

- 2.1. Le Manuwali ye-PAIA (“iManuwali”) ishicilelwe ngokweSigaba 14 soMthetho Nom. 2 wezi-2000 Wokukhuthaza Ukutholakala Kolwazi.
- 2.2. I-PAIA yenza kusebenze amalungiselelo eSigaba 32 soMthethosisekelo esihlinzeka ngelungelo lokufinyelela olwazini oluphethwe uMbuso kanye nolwazi oluphethwe omunye umuntu oludingekayo ukuze kuvikelwe noma yiliphi ilungelo.
- 2.3. Injongo ye-PAIA ukugqugquzela usikompilo lokungafihli kanye nokuziphendulela kuzo zombili izinhlaka zikahulumeni nezizimele ngokunikeza noma yimuphi umuntu ilungelo lokufinyelela olwazini ukuze akwazi ukusebenzisa nokuvikela wonke amalungelo ngendlela edingekayo.
- 2.4. Injongo yale Manuwali ukubeka izinqubo okufanele zilandelwe kanye nemibandela okufanele kuhlangukshwane nayo ukuze noma ubani (“umfakisicelo”) acele ukufinyelela kumarekhodi anawo noma alawulwa yi-Rand Water.

3. UKUTHOLAKALA KWALE MANUWALI

- 3.1. Le Manuwali ingatholakala kuwebhusayithi yethu lapha www.randwater.co.za noma ngokucela ikhophi nge-imeyili kuSikhulu Esibhekele Ulwazi noma Esekeleni Lesikhulu Esibhekele Ulwazi. Semanuwali kungatholakala kuMlawuli Wolwazi.

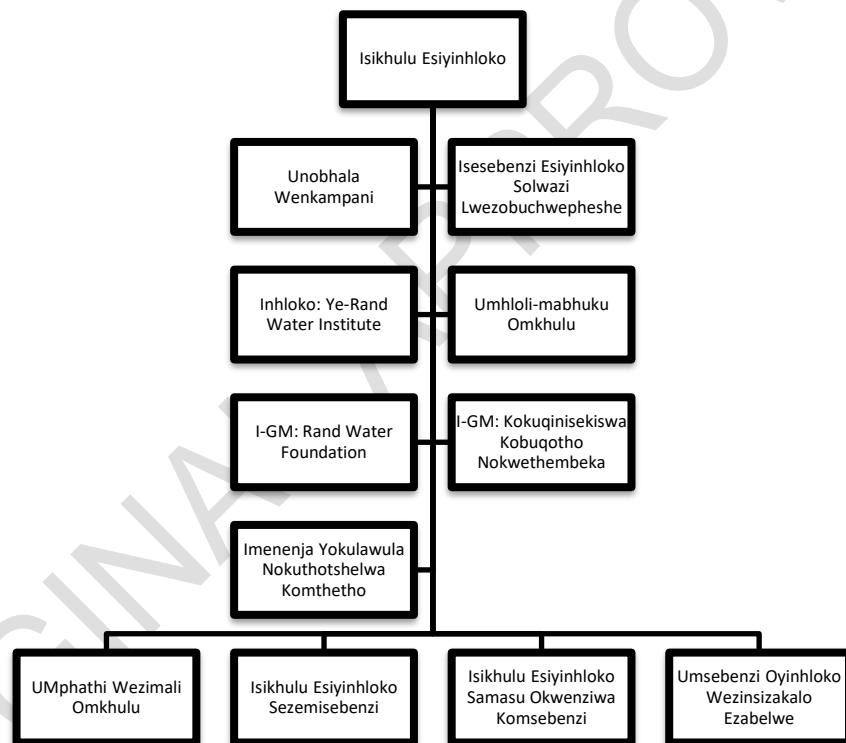
4. IMISEBENZI NEZINHLAKA ZE-RAND WATER

4.1. IMISEBENZI

- 4.1.1 Injongo eyinhloko ye-Rand Water iwuhlinzeka ngamanzi amaningi aphuzwayo kanye nezinsiza zokuthuthwa kwendle ezindaweni ezingaphansi kwegunya layo ngokoMthetho Wezinsizakalo Zamanzi.

4.1.2 Ngaphezu kwezinsizakalo zayo eziyinhloko, i-Rand Water igunyazwe ukuhlinzeka ngezinye izinto ezisizayo futhi ngaleyo ndlela ibambe iqhaza elibalulekile ekukhucululweni kwendle, ukungenelela okusekelwe emphakathini kanye neminye imisebenzi okuhloswe ngayo ukusekela nokuqinisa amandla eziphathimandla zezinsizakalo zamanzi kanye nezikhungo ekuhlinzekeni ngempumelelo, izinsiza zamanzi ezisebenza ngempumelelo nezingabizi kakhulu kumakhasimende.

4.2. UMDWEBO WESAKHIWO OWENZIWE LULA



5. IMININGWANE YOKUXHUMANA YESIKHULU ESIBHEKELELA ULWAZI

5.1 NgokoMthetho, Isikhulu Esiphezulu, noma isikhulu esilinganayo, senhlangano yomphakathi siqokwa njengeSikhulu Solwazi. Nansi iminingwane yeSikhulu se-Rand Water Esibhekelela Ulwazi:

The Chief Executive

Ikheli Lendlu: 522 Impala Road

Glenvista
 JOHANNESBURG
 2058

Ikheli Leposi: P O Box 1127
 JOHANNESBURG
 2000

Ucingo: +2711 682 0911
 Inombolo Ye-telefax: +2711 682 0444/0555
 I-imeyili: PAIA@randwater.co.za

5.2 Isikhulu Esiphezulu, ngokweSigaba 17 (3) se-PAIA kanye neSigaba 56 se-POPIA, sidlulisele amandla nemisebenzi esinikezwe yona yile Mithetho kubasebenzi abalandelayo abayokwenza imisebenzi Yesekela Lesikhulu Solwazi:

Umsebenzi Oyinhloko Wezinsizakalo Ezabelwe	Ngalo lonke Ulwazi olungaphansi Kweqembu le-Rand Water
Inhloko: Rand Water Institute	Lonke Ucwangingo (Olwangaphakathi Nangaphandle)
UMphathi Wezimali Omkhulu	Ngalo lonke ulwazi oluhlobene nezingxenywe ezingaphansi kwe-Water, njengoba zichaziwe.
Umqondisi Olawulayo	Rand Water Services (Pty) Ltd
Imenenja Jikelele: RWF	Rand Water Foundation

5.3. Kolwazi lwezikhwama ezimbili zenzuzo yabasebenzi (okungukuthi, i-Medical Aid Fund, i-Provident Fund) alufakiwe kulokho okuhlenganiswayo kule manuwali

5.4 Isikhulu Esiphezulu siyisigungu sangaphakathi sokudlulisa amacala kuzo zonke izinqumo eziphikisanayo ezindabeni ze-PAIA. Izikhalazo zangaphakathi kufanele ziqondiswe Kusikhulu Solwazi lapha PAIA.Appeal@randwater.co.za.

5.5. Isikhalazo sangaphakathi noma isikhalazo esiya kuMlawuli singafakwa kunoma yisiphi isinqumo seSikhulu Solwazi, futhi inqubo (kuhlenganisa nesikhathi) sokufaka isikhalazo sangaphakathi ichazwe eSahlukweni 1 seNgxenywe 4 ye-PAIA.

5.6. Isicelo enkantolo singafakwa ngokumelene nesinqumo sokudlulisa icala kwangaphakathi.

5.7. Uma isikhalo sangaphakathi, isikhalazo kuMlawuli Wezolwazi noma isicelo esiya enkantolo siphikisana nokuvunywa kwesicelo sokuthola irekhodi, ukufinyelela erekhodini kunganikezwa kuphela uma isinqumo sokunikeza isicelo sesiqinisekisiwe ekugcineni.

5.8. Izikhalazo eziya KuMlawuli Wolwazi kufanele zithunyelwe lapha:

Umlawuli Wolwazi (INingizimu Afrika)

JD House, 27 Stiemens Street, Braamfontein,

Johannesburg, 2001

P.O. Box 31533, Braamfontein, Johannesburg, 2017

I-imeyili **yezikhalazo**: POPIAComplaints@info regulator.org.za.

I-imeyili **yemibuzo evamile**: enquiries@info regulator.org.za

6. UMHLAHLANDLELA WOMLAWULI WOLWAZI

6.1. NgokweSigaba 10(1) se-PAIA, njengoba sichitshiyelwe yiSigaba 110 se-POPIA, Ulwazi

Umlawuli kufanele abukeze futhi enze kutholakale umhlahlandlela okhona ohlanganiswe yiKhomishana Yamalungelo Abantu YaseNingizimu Afrika (i-SAHRC) equkethe lolu lwazi ngendlela nohlobo oluqondakala kalula, njengoba kungase kudingwe ngumuntu ofisa ukusebenzisa noma yiliphi ilungelo elihlongozwe ku-PAIA kanye ne-POPIA.

6.2. NgokweSigaba 10(2) se-PAIA (njengoba sichitshiyelwe) umhlahlandlela kufanele ubandakanye incazelo yalokhu:

(a) Imigomo ye-PAIA ne-POPIA;

(b) Indlela nohlobo lwesicelo:

(i) Ukufinyelela irekhodi lenhlangano yomphakathi elidingidwa esigabeni 11; futhi

(ii) Ukufinyelela irekhodi lenkampani kahulumeni elidingidwa eSigabeni 50;

(c) Usizo olutholakala kusikhulu esihlinzeka ngolwazi senkampani kahulumeni ngokwemigomo ye-PAIA ne-POPIA;

(d) Usizo olutholakala kuMlawuli Wolwazi ngokoMthetho kanye ne-POPIA;

- (e) Wonke amakhambi akhona emthethweni mayelana nesenzo noma ukwehluleka ukwenza okuthile maqondana nelungelo noma umsebenzi onikezwe noma obekwe yi-PAIA kanye ne-POPIA, kuhlenganisa nendlela yokufakwa kwesicelo:
- (i) Isikhalazo sangaphakathi;
 - (ii) Nesikhalazo esiya Kumlawuli Wolwazi; kanye
 - (iii) Isicelo senkantolo esiphikisana nesinqumo nesikhulu esibhekele ulwazi lwenhlangano yomphakathi, isinqumo sokudluliswa kwecala kwangaphakathi noma isinqumo soMlawuli Wolwazi noma isinqumo senhloko yenhlangano ezimele;
- (f) Amalungiselelo Esigaba 14 adinga ukuthi inhlangano yomphakathi ididiyele imanuwali, kanye nendlela yokufinyelela Imanuwali;
- (g) Amalungiselelo Esigaba 15 ahlinzeka ngokudalulwa ngokuzithandela kwezigaba zamarekhodi yinhlangano yomphakathi;
- (h) Izaziso ezikhishwe ngokweSigaba 22 no-54 mayelana nezimali okufanele zikhokhwe maqondana nezicelo zokufinyelela; futhi
- (i) Imithethonqubo eyenziwe ngoKwesigaba 92

6.3. Ngokwesigaba 10(3) se-PAIA (njengoba sichitshiyelwe) uMlawuli Wolwazi kufanele, uma kunesidingo, abukeze futhi ashicilele umhlahlandlela ngezikhathi ezingeqile eminyakeni emibili.

6.4. Isigaba 10(4) sihlizeka ngokuthi umhlahlandlela kufanele utholakale njengoba kunqunyiwe.

6.5. Uma unemibuzo mayelana nalokhu, sicela uthinte Umlawuli Wolwazi ngqo lapha:

Iwebhusayithi: www.inforegulator.org.za.

Ikheli Leposi: P O Box 31533
Braamfontein
JOHANNESBURG
2017

Ikheli Lendlu: JD House 27 Stiemens Street,
Braamfontein, JOHANNESBURG,
2001

7. INDLELA YOKUFINYELELA AMAREKHODI AGCINWE YI-RAND WATER

Izinyathelo ezilandelayo kufanele zicatshangelwe ngaphambi kokuhambisa isicelo:

7.1. Isinyathelo 1: Ingabe unelungelo lokusebenzisa uMthetho ukuze ucele ukufinyelela?

7.1.1 Sicela uqaphele iSigaba 7 (1) soMthetho esithi:

“Lo Mthetho awusebenzi kumarekhodi enhlangano kahulumeni noma enhlangano ezimele uma-

- (a) lelo rekhodi licelelwa inhloso yokuqulwa kwamacala obugebengu noma amademeshe;
- (b) Okucelwe ngemva kokuqala kwecala elinjalo lobugebengu noma lomphakathi njengoba kungase kube njalo; futhi ukukhiqizwa noma ukutholakala kwalelo rekhodi ngenjongo eshiwo endimeni (a) kuhlinzekelwe kunoma yimuphi omunye umthetho.

7.1.2 Uma kusebenza iSigaba 7(1), awukwazi ukufaka isicelo ngokwalo Mthetho. Kufanele usebenzise imithetho nezinqubo zokutholwa kolwazi lwesithangami sezomthetho esifanele kanye nezinqubo obandakanyeka kuzo.

7.1.3 Sicela uhloniphe iSigaba 45 soMthetho esinikeza i-Rand Water igunya lokwenqaba isicelo sokuthola irekhodi uma: (a) isicelo sibonakala siyisinengiso noma sidida; noma (b) umsebenzi ohilelekile ekucubunguleni isicelo uzophambukisa izinsiza ze-Rand Water ngokuphawulekayo nangokungaphusile.

7.2. Isinyathelo 2: Ingabe ulwazi oluceliwe luyatholakala ngohlobo lwerekhodi?

7.2.1 Sicela wazi ukuthi uMthetho usebenza kuphela kumarekhodi akhona ngesikhathi sithola isicelo sakho.

7.2.2 Umthetho awuphoqi muntu ukuthi enze irekhodi elingakabi khona ngesikhathi kwenziwa isicelo. Isibonelo, uMthetho ngeke usetshenziselwe ukuthola izizathu zezinqumo ezithathwe kwa-Rand Water uma lezo zizathu zingarekhodiwe.

7.2.3 Uma uqinisekile ukuthi irekhodi likhona, sicela usibonise lokho kufomu lesicelo elinqunyiwe.

7.3. Isinyathelo 3: Ingabe irekhodi liphethwe noma lingaphansi kokulawula kwe-Rand Water?

- 7.3.1 I-Rand Water iyinhlango enkulu futhi ukufuna amarekhodi aceliwe kungase kuhilele isikhathi esiningi, izinsiza kanye nezindleko.
- 7.3.2 Umthetho uhlinzeka ngokuthi irekhodi eliceliwe kumele libe sezandleni noma ngaphansi kokulawulwa yi-Rand Water. Nokho, ngezinjongo zoMthetho, irekhodi eliphethwe noma elilawulwa (a) yisikhulu sakwa-Rand Water noma (b) usonkontileka ozimele osebenzisana ne-Rand Water lithathwa njengerekhodi laleyo nhlango yomphakathi noma inhlango ezimele, ngokulandelana. Uma ungenaso isiqiniseko sokuthi irekhodi liphethwe yini noma lingaphansi kolawulo lwe-Rand Water, sicela usibonise lokho kufomu lesicelo elinqunyiwe.
- 7.3.3 Njengoba kushiwo ngaphambili, iSigaba 45 (b) soMthetho sinikeza i-Rand Water igunya lokwenqaba isicelo sokuthola irekhodi uma umsebenzi ohilelekile ekucubunguleni isicelo uzophambukisa izinsiza ze-Rand Water ngendlela ephawulekayo nengafanele.

7.4. Isinyathelo 4: Uhlobo Lwesicelo

- 7.4.1 Ukufinyelela ulwazi olushiwo ngenhla kuzocelwa:
- 7.4.2 Ukugcwalisa ifomu elinqunyiwe ("Isicelo sokufinyelela irekhodi lefomu lenhlango yomphakathi"); kanye
- 7.4.3 Ukukhokha kwemali enqunyiwe njengoba kushiwo Kumashejuli 1 no-2 ale Manuwali. Nokho, owenza isicelo ufuna ukufinyelela erekhodini eliqukethe ulwazi lomuntu siqu elimayelana nowenza isicelo akudingekile ukuthi akhokhe imali yokwenza isicelo.
- 7.4.4 Umfakisicelo kumele asho ukuthi isicelo singesekhophi yerekhodi noma ufuna ukuhlola amarekhodi emahhovisi akwa-Rand Water.
- 7.4.5 Ukufinyelela olwazini olushiwo ngenhla kuzovunyelwa kuphela ofake isicelo ngendlela ayicelile, ngaphandle uma leyo ndlela izophazamisa ngokungenangqondo ukusebenza nokuphathwa kwe-Rand Water noma yonakalise amarekhodi ayo noma yephule ilungelo layo lobunikazi.
- 7.4.6 Uma ngezizathu ezizwakalayo ulwazi lungeke lunikezwe ngendlela eceliwe kodwa ngenye indlela, inkokhelo yolwazi izobalwa ilinganiswe nendlela eceliwe.
- 7.4.7 Uma uMfaki Wesicelo engakwazi ukufunda noma ukubhala, noma uma enokukhubazeka, angenza isicelo ngomlomo, bese iSikhulu Solwazi sigcwalisa ifomu egameli loMfaki Wesicelo bese sinika uMfaki Wesicelo leyo fomu egcwalisiwe.

- 7.4.8 Umfakisiselo kumele aveze ngokucacile kufomu lesicelo:
- 7.4.8.1 Uma befisa ukwaziswa ngempumelelo yesicelo sabo ngocingo noma nganoma iyiphi enye indlela.
- 7.4.8.2 Isikhundla salowo ofaka isicelo uma senziwa egameni lomunye.
- 7.4.9 I-Rand Water izophendula zonke izicelo zingakapheli izinsuku zokusebenza ezingama-30 kutholwe isicelo kufomu elinqunyiwe ngaphandle uma iSigaba 26 se-PAIA sisetshenzisiwe.

8. ULWAZI LOMUNTU SIQU

8.1. Ukuqoqwa Nokucutshungulwa Kolwazi Lomuntu okwenziwa yi-Rand Water

8.1.1 I-Rand Water ithatha ubumfihlo nokuvikelwa kolwazi lomuntu njengento ebaluleke kakhulu futhi izoqoqa futhi icubungule ulwazi lomuntu siqu kuphela ngokuhambisana nomthetho osebenzayo waseNingizimu Afrika olawula ukuvikelwa kolwazi lomuntu siqu. Kuze kube manje ulwazi lomuntu siqu luzoqoqwa futhi lucutshungulwe ngokuhambisana nemibandela yokucutshungulwa okusemthethweni kolwazi lomuntu siqu njengoba kuhlinzekwe Umthetho Wokuvikela Ulwazi Lomuntu Siqu, 2013 (uMthetho Nom. 4 wezi-2013) (“POPIA”). Ngaphandle kokuchezuka kulokho okuvamile kwalokhu osekushiwo, ukuqoqwa nokucutshungulwa kolwazi lomuntu siqu yi-Rand Water kuzobandakanya, kodwa ngeke kukhawulelwe, ekuqinisekiseni ukuthi –

8.1.1.1. Imibandela yokucutshungulwa okusemthethweni kolwazi lomuntu siqu yanelisiwe.

8.1.1.2. Ukucutshungulwa kolwazi lomuntu siqu kwenziwa ngokusemthethweni, ngezinjongo ezidingekayo hhayi ezeqisayo, ngendlela evikela izithakazelo ezisemthethweni zombambiqhaza wedatha futhi akwephuli amalungelo abo.

8.1.1.3. Ulwazi lomuntu siqu lucutshungulwa kuphela ngemvume yombambiqhaza wedatha (noma umuntu ofanelekayo lapho umbambiqhaza wedatha oseyingane). Imvume enjalo ihoxiswa noma nini, futhi ngaleso sikhathi, i-Rand Water izoyeka ukucubungula ulwazi lomuntu siqu:

Kuncike ekutheni ulwazi lomuntu siqu lungase lucutshungulwe ngaphandle kwemvume ngenjongo eqashelwa ngokusemthethweni njengoba ichazwe ku-POPIA.

- 8.1.1.4. Ukucutshungulwa okwengeziwe kolwazi lomuntu siqu kuzohambisana nenjongo yokuqala oluqoqwe ngayo, njengoba kunqunywa izici ezifana nohlobo lolwazi oluthintekayo, imiphumela engaba khona yokuqhutshekwa kokucubungula umbambiqhaza wedatha, indlela ulwazi oluqoqwe ngayo, kanye namalungelo enkontileka nezibopho ezikhona phakathi kwe-Rand Water nombambiqhaza wedatha,
- 8.1.1.5. Izinyathelo ezingenzeka ngokuphusile ziyathathwa ukuze kuqinisekiswa ukuthi ulwazi lomuntu siqu olunikeziwe lunembile, luphelele futhi aludukisi. Mayelana nalokhu injongo lapho ulwazi lomuntu siqu luqoqwa khona noma lusetshenzwe ngokuqhubekayo iyonquma ukuthi yini esebenza ngokuphusile ngaphansi kwezimo; futhi
- 8.1.1.6. Ababambiqhaza bedatha bavunyelwe ukusebenzisa amalungelo abo ngaphansi kwe-POPIA ngokuqondene nolwazi lwabo lomuntu siqu.
- 8.1.1.7. I-Rand Water ivikela ubuqotho nokugcinwa kuyimfihlo kolwazi lomuntu siqu lombambiqhaza wedatha oluphethwe yiyo noma ukulawula kwayo.
- 8.1.1.8. Noma yimuphi umqhubi nanoma ubani ocubungula ulwazi lomuntu siqu lombambiqhaza wedatha egameni le-Rand Water noma umdidiyeli, ucubungula lolo lwazi kuphela ngolwazi noma ngokugunyazwa kwe-Rand Water, futhi uphatha ulwazi lomuntu siqu njengoluyimfihlo futhi akaludaluli ngaphandle uma kudingwa umthetho noma phakathi nenkambo yokufeza kahle umsebenzi wabo.
- 8.1.1.9. Lapho kunezizathu ezizwakalayo zokukholelwa ukuthi ulwazi lomuntu siqu lombambiqhaza wedatha lufinyelelwe noma lutholwe umuntu ongagunyaziwe, i-Rand Water yazisa Umlawuli Wolwazi kanye nombambiqhaza wedatha lapho ukuhlonzwa kwakhe kuqinisekiswa. I-Rand Water izobambezela kuphela ukwaziswa kombambiqhaza wedatha uma inhlango yomphakathi enesibopho sokuvinjelwa, ukutholwa noma ukuphenywa kwamacala noma Umlawuli Wolwazi enquma ukuthi lesi sazi sizo khinyabeza uphenyo lobugebengu olwenziwa yinhlango yomphakathi ethintekayo.
- 8.1.1.10. Nombambiqhaza wedatha, njengoba enikeze ubufakazi obanele bokuthi ungubani, unikezwa ilungelo lokucela i-Rand Water ukuthi iqinisekise, mahhala, ukuthi i-Rand Water inalo yini ulwazi lomuntu siqu oluphathelene nombambiqhaza wedatha; futhi angacela irekhodi noma incazelo yolwazi lomuntu siqu olumayelana nombambiqhaza wedatha olugcinwe yi-Rand Water, okuhlenganisa ulwazi olumayelana nomazisi wabo bonke abantu bangaphandle abafinyelele noma abake bafinyelele ulwazi lomuntu siqu lombambiqhaza wedatha.

8.2. Izinjongo Zokucutshungulwa Kolwazi Lomuntu Siqu yi-Rand Water

8.2.1. I-Rand Water izocubungula ulwazi lomuntu siqu ngezinjongo ezihlukahlukene, okuhlanganisa kodwa kungacini kulokhu okulandelayo:

8.2.1.1. Ukugcina amarekhodi ekhasimende;

8.2.1.2. Ngezinjongo zokuqashwa;

8.2.1.3. Ngezinjongo zokuqashwa;

8.2.1.4. Nokuhlinzeka ngezinsizakalo ezisebenza kahle kumakhasimende;

8.2.1.5. Ukuhlinzeka ngezinsizakalo ezengeziwe kumakhasimende;

8.2.1.6. Okokuhlinzekwa kwezinsizakalo zezempilo neseluleko senhlalakahle kubasebenzi;

8.2.1.7. Okokugcinwa kwama-akhawunti akwa-Rand Water kanye namarekhodi ezimali;

8.2.1.8. Ukweseka nokulawula abasebenzi be-Rand Water;

8.2.1.9. Okokusetshenziswa kobuchwepheshe ukuze kuvikelwe izimpahla zakwa-Rand Water;

8.2.1.10. Ukuhlola nokucubungula izicelo;

8.2.1.11. Ukuthola nokuvimbela ukukhwabanisa, inkohlakalo nobunye ubugebengu;

8.2.1.12. Okocwaningo lwezimakethe nokuhlaziywa kwezibalo;

8.2.1.13. Ukuhambisana nezimfuneko ezilawulayo kanye nezomthetho; futhi

8.2.1.14. Ukuqinisekisa ukuhlonzwa kombambiqhaza wedatha.

8.2.1.15. Ngezinjongo zokuhamba;

8.2.1.16. Ngezinjongo zokulawula okuvamile, kwezezimali nezintela;

8.2.1.17. Ngezinjongo ezingokomthetho nezenkontileka;

8.2.1.18. Ukuqapha ukufinyelela, ukuvikela nokuphatha izakhiwo nezikhungo ze-Rand Water;

8.2.1.19. Ukusiza ukuthuthukisa ikhwalithi yezinsizakalo ze-Rand Water;

8.2.1.20. Ukubuyisela isikweletu; kanye;

8.2.1.21. Ukufeza ukuhlaziya nokuhlolwa kwephrofayela yekhasimende.

8.3. Ababambiqhaza Bedatha Ulwazi Lomuntu olucutshungulwa yi-Rand Water

8.3.1. Ulwazi lomuntu lwezigaba ezilandelayo zababambiqhaza bedatha ziyacutshungulwa:

8.3.1.1 Amalungu eBhodi Labaqondisi;

8.3.1.2. Amalungu Esigungu Esiphezulu;

8.3.1.3. Abasebenzi nabangase babe abasebenzi;

8.3.1.4. Abeluleki;

8.3.1.5. Izikhalazo nemibuzo;

- 8.3.1.6. Nabaphathiswa be-Rand Water Pension Funds;
- 8.3.1.7. Abaqondisi, Izikhulu Nabasebenzi bezinkampani ezingaphansi;
- 8.3.1.8. Osonkontileka bangaphandle;
- 8.3.1.9. Abahlinzeki kanye nabahlinzeki bezinsizakalo;
- 8.3.1.10. Amakhasimende nabasebenzi bayo;
- 8.3.1.11. Abantu abathathwe izithombe / ividiyo ye-CCTV;
- 8.3.1.12. Abantu abakhombise intshisekelo kuzinsizakalo ze-Rand Water;
- 8.3.1.13. Abahlomuli bezinhlelo ze-Rand Water Corporate Social Investment okuhlunganisa i-Rand Water Foundation; kanye
- 8.3.1.14. Ababambiqhaza bedatha abahilileke ophenyweni lwe-Rand Water.
- 8.3.1.15. Amalungu omndeni nabangane babasebenzi

8.4. Ulwazi Lomuntu olucutshungulwa yi-Rand Water

- 8.4.1. Izigaba ezilandelayo zolwazi lomuntu siqu kwabelwana ngazo ngabakwa-Rand Water:
 - 8.4.1.1. Imininingwane yomuntu siqu yomuntu ongokoqobo;
 - 8.4.1.2. Indlela yokuphila kanye nokuziphatha komphakathi;
 - 8.4.1.3. Imisebenzi yebhizinisi;
 - 8.4.1.4. Izimpahla ezihlinzekiwe nezinsizakalo ezihlinzekiwe;
 - 8.4.1.5. Imibono yomuntu siqu kanye/noma lokho okuncanyelwayo;
 - 8.4.1.6. Imininingwane yomndeni nabangane;
 - 8.4.1.7. Umlando wemfundo nokuqashwa;
 - 8.4.1.8. Izithombe ezibukwayo zabantu ezithathwe ku-CCTV;
 - 8.4.1.9. Imininingwane yezezimali; kanye
 - 8.4.1.10. Imininingwane yokubhaliswa kwenkampani yabantu abasemthethweni.

8.5. Ulwazi Lomuntu Siqu Olukhethekile olucutshungulwe yi-Rand Water

- 8.5.1. I-Rand Water izocubungula izigaba ezilandelayo zolwazi lomuntu siqu:
 - 8.5.1.1. Ulwazi oluhlobene nemvelaphi yobuhlanga kanye/noma yobuzwe;
 - 8.5.1.2. Ulwazi lwabasebenzi oluphatelene nobulungu bezinyunyana zabasebenzi;
 - 8.5.1.3. Amacala noma amacala اساسolwayo;
 - 8.5.1.4. Inkolo noma ezinye izinkolelo;

- 8.5.1.5. Imininingwane yempilo yomzimba/yengqondo
- 8.5.1.6. Amacalo obugebengu, imiphumela nezigwebo

8.6. Abemukeli okwabelwana nabo Ngolwazi Lomuntu Siqu

8.6.1. I-Rand Water izokwabelana ngolwazi lomuntu siqu nabamukeli abalandelayo noma izigaba zabamukeli:

Noma nini lapho kunesidingo, i-Rand Water izokwabelana ngolwazi lomuntu siqu elucubungulayo nombambiqhaza wedatha ngokwakhe. Uma kuvela lesi sidingo, i-Rand Water iyadingeka ukuthi ihambisane namalungiselelo asebenzayo e-POPIA. Okulandelayo kuyincazelo yezigaba zabamukeli i-Rand Water engase idinge ukwabelana ngolwazi lomuntu siqu nabo, ngesizathu esithile noma esinye:

- 8.6.1.1. Umndeni, abalingane kanye nabameleli bombambiqhaza wedatha;
- 8.6.1.2. Izikhungo eziqashayo nezokuqasha;
- 8.6.1.3. Nezinhlango zezinsizakalo zezimali;
- 8.6.1.4. Ama-ejensi ereferensi yekhredithi;
- 8.6.1.5. Izinhlango zokunakekelwa kwezempilo, zomphakathi nezenhlalakahle;
- 8.6.1.6. Ochwepheshe bokunakekelwa kwezempilo;
- 8.6.1.7. Uhulumeni oyinhloko;
- 8.6.1.8. Izikhungo zokugcinwa komthetho;
- 8.6.1.9. Izinkantolo zomthetho, amakhomishana ophenyo kanye nezinye izinkantolo;
- 8.6.1.10. Abalingani bebhizinisi;
- 8.6.1.11. Abafaki bezicelo nezindlalifa zempahla yomuntu oshonile;
- 8.6.1.12. Umuntu obuzayo noma ofaka izikhalazo;
- 8.6.1.13. Abaphenyi abazimele;
- 8.6.1.14. Izinhlango zabafundisi nokuhlola;
- 8.6.1.15. Abaphenyi bezicelo;
- 8.6.1.16. Abahlinzeki kanye nabahlinzeki bezinsizakalo;
- 8.6.1.17. Izinhlango zezimboni;
- 8.6.1.18. I-Ombudsmen kanye neziphathimandla zokulawula;
- 8.6.1.19. Ukuqoqwa kwesikweletu nama-ejensi okulandelela;
- 8.6.1.20. Ezinye izigaba ezisebenzayo ze-Rand Water;
- 8.6.1.21. Abacwaningi-mabhuku kanye noMcwaningi-mabhuku Jikelele;
- 8.6.1.22. Abalawuli besikhwama somhlalaphansi;
- 8.6.1.23. Izinyunyana zabasebenzi; kanye

8.6.1.24. Izinhlangotho zokuvikeleka.

8.7. Ukugeleza Okuhlelelwe Okudlulela/ Okweqa Imingcele Yolwazi Lomuntu Siqu

8.7.1. I-Rand Water ingase idinge ngezikhathi ezithile ukwabelana ngolwazi lomuntu siqu lombambiqhaza wedatha nezinkampani zangaphandle kwamanye amazwe. Uma kunesidingo esinjalo, i-Rand Water iyadingeka ukuze iqinisekise ukuthotshelwa kwemibandela ye-POPIA esebenzayo. Lokhu kuzokwenziwa kuphela uma okukodwa noma ngaphezulu kwezimfuneko ezilandelayo kuhlangatshezwana nazo:

8.7.1.1.

Inkampani yangaphandle engumamukeli wolwazi ingaphansi komthetho, obophezelayo imithetho yenkampani noma isivumelwano esibophayo esinikeza izinga elifanele lokuvikeleka lelo—

- (i) isekela ngempumelelo izimiso zokucutshungulwa okuphusile kolwazi olufana kakhulu nezimo zokucutshungulwa okusemthethweni kolwazi lomuntu siqu oluhlobene nombambiqhaza wedatha ongumuntu ongokwemvelo futhi, lapho kufanele, umuntu ongokomthetho, njengoba kubekwe ku-POPIA; futhi
- (ii) kufaka phakathi amalungiselelo, afana kakhulu neSigaba 72 se-POPIA, aphathelene nokudluliswa okwengeziwe kolwazi lomuntu siqu lusuka kumamukeli luye kubantu abaseceleni abakwelinye izwe;

8.7.1.2. Umbambiqhaza wedatha uvuma ukudluliselwa;

8.7.1.3. Ukudluliselwa kuyadingeka ekusebenzeni kwenkontileka phakathi nombambiqhaza wedatha nenkampani okukhulunywa ngayo, noma ukuze kusetshenziswe izinyathelo zangaphambi kwenkontileka ezithathwe ukuphendula isicelo umbambiqhaza wedatha;

8.7.1.4. Ukudluliselwa kuyadingeka ukuze kuphothulwe noma kwenziwe inkontileka ephothulwe ngentshisekelo yesihloko sedatha phakathi kwenkampani okukhulunywa ngayo nenkampani yangaphandle; noma

8.7.1.5. ukudluliswa kungokwenzuzo yesihloko sedatha, futhi—

- (i) akwenzeki ngokuphusile ukuthola imvume yombambiqhaza wedatha kulokho kudluliselwa; futhi
- (ii) uma bekungenzeka ngokuphusile ukuthola leyo mvume, umbambiqhaza wedatha bekungenzeka ayinikeze.

8.8. Incazelo Evamile Yezinyathelo Zokuvikeleka Zobuchwepheshe Nolwazi Lwedijithali (DTI) Ezisetshenziwe ngaphakathi kwe-Rand Water

8.8.1. I-Rand Water izosebenzisa ubuchwepheshe obanele ukuze igcine imininingwane ngaphansi kokunakekelwa kwayo. I-Rand Water izohambisana nezindinganiso ezamukelekayo zembali ye-DTI ukuze kuvikelwe ulwazi lwenkampani kanye nezinhlobonhlobo zezingqimba zokuphepha ukuze kuvikelwe futhi kuvikeleke ubumfihlo, ubuqotho kanye nokutholakala kwedatha yethu kanye nolwazi (kuhlanganise nolwazi lomuntu siqu) oluzosetshenziswa.

9. UKUCABANGELA ISICELO

- 9.1 Ngokuya ngamalungiselelo ezoMthetho, ukufinyelela olwazini oluceliwe kwa-Rand Water kuzonikezwa uma:
 - 9.1.1 Kuzo zonke izindaba zenqubo ezibekwe Emthethweni ezihlobene nomthetho kuyahlangatshezwana nazo; futhi
 - 9.1.2 Ngokufinyelela ulwazi oluceliwe akwenqatshwa ngokuvumelana nanoma yisiphi isisekelo sokwenqaba esibekwe Emthethweni.
- 9.2 Izizathu zokwenqatshwa zivezwe eSahlukweni 4 seNgxenywe 2 yoMthetho, futhi zihlanganisa ukuvikelwa okuyimpoqo:
 - 9.2.1. Ulwazi lwezohwebo lwezinkampani zangaphandle.
 - 9.2.2. Ulwazi oluthile oluyimfihlo.
 - 9.2.3. Ukuphepha kwabantu, kanye nokuvikelwa kwempahla.
 - 9.2.4. Amarekhodi anikezwe ilungelo lokukhiqizwa kwezinqubo zomthetho.
 - 9.2.5. Izintshisekelo ezingokomnotho kanye nenhlalakahle yezezimali yeRiphabhulikhi kanye nemisebenzi yezentengiselwano yezinhlango zomphakathi.

- 9.2.6 Ulwazi locwaningo lomuntu wesithathu, kanye nokuvikelwa kolwazi locwaningo lwenhlangano yomphakathi.
- 9.2.7 Ulwazi oluthile oluphatelene nokusebenza kwezinhlangano zomphakathi.
- 9.3. I-Rand Water ingase futhi yenqabe izicelo ezibonakala ziwubala futhi ezikhathazayo noma ezizoholela ekuphambukisweni kwezinsiza ngendlela enkulu nengaphusile.

10. AMAREKHODI ATHOLAKALA NGOKUZENZEKELAYO

- 10.1 NgokweSigaba 15 se-PAIA, ulwazi olulandelayo kulezi zihloko ezilandelayo luyatholakala ngaphandle kwesicelo esisemthethweni kuwebhusayithi ye-Rand Water, amaphosta nezincwajana:
- 10.1.1. Umbiko Wonyaka Odidiyelwe.
 - 10.1.2. Izitatimende Zezimali Zonyaka.
 - 10.1.3. Ulwazi lwenqubo evamile ephathelene ne-Rand Water.
 - 10.1.4. Izindinganiso zekhwalithi yamanzi.
 - 10.1.5. Umkhankaso Wokusebenzisa Amanzi Ngokuhlakanipha.
 - 10.1.6. Indawo nemvelo.
 - 10.1.7. Amanzi adayiswayo kanye nezintela.
 - 10.1.8. Izimo ezivamile zokuhlinzekwa kwamanzi.
 - 10.1.9. Ulwazi lwezemfundo lokuphathwa kwezinhlelo zokulondoloza, ikhwalithi yamanzi, amaphethini okusetshenziswa kwamanzi, ukuphathwa kwengqalasizinda, ukhlanzwa kwamanzi, ukuthuthwa kwendle, ukuhlaziywa kwamanzi, ukwehla okusasibhakabhaka.
 - 10.1.10. Amaphrojekthi Nezinhlelo Zesibopho Senkampani.
 - 10.1.11. Ukukhishwa Kwabezindaba, imicimbi kanye nezincwadi zezindaba.
 - 10.1.12. Umqulu Wekhasimende.
 - 10.1.13. Amazinga edamu.
 - 10.1.14. Izikhala zomsebenzi.
 - 10.1.15. Ulwazi lwethenda.
 - 10.1.16. Uhlelo Lwezokwelashwa Lwe-Rand Water.

11. AMAREKHODI OKUMELE ACELWE NGOKUSEMTHETHWENI

- 11.1 I-Rand Water inokwaziswa okuphathelene nalezi zifundo ezilandelayo okufanele zicelwe ngokusemthethweni ngokweSigaba 7.4.
- 11.1.1. Umthetho kanye nezindaba zomthetho.
 - 11.1.2. Inhlango nokulawula.
 - 11.1.3. Abasebenzi.
 - 11.1.4. Ezezimali kanye nokuthengwa kwempahla.
 - 11.1.5. Ukuganyelwa kobungozi.
 - 11.1.6. Izinsizakalo nokulawula.
 - 11.1.7. Ukuxhumana nezindaba zabasebenzi.
 - 11.1.8. Izinkontileka zobunjiniyela, imininingwane kanye nemibuzo.
 - 11.1.9. Ukuhlinzekwa kwamanzi kanye nokuhlanganisa.
 - 11.1.10. Ukuvikelwa kwamapayipi nezinsizakalo ze-Rand Water.
 - 11.1.11. Amadamu, amaxhaphozi kanye nezindawo zokulahla udaka.
 - 11.1.12. Ukusebenza kweziteshi zokumpompa nezikhumulo.
 - 11.1.13. Ukufakelwa nezimboni zokusebenza.
 - 11.1.14. Izinsizakalo zezesayensi.
 - 11.1.15. Ukuphathwa kokuqoqwa kwamanzi kanye nokulawula ukungcoliswa komhlaba.
 - 11.1.16. Amaprojekthi asekelwe emphakathini.
 - 11.1.17. Ukukhangisa.
 - 11.1.18. Ukusebenza kwamanzi adayiswayo.
 - 11.1.19. Nokukhucululwa kwendle ngobuningi.
 - 11.1.20. Impahla Yobuhlakani.
- 11.2. Ulwazi olushiwo ngenhla luqokethwe ngale ndlela elandelayo:
- 11.2.1. Imibiko ihanjiswa kumakomiti aphephe kanye neBhodi.
 - 11.2.2. Imizuzu yemihlangano yamakomiti alawulayo neBhodi.
 - 11.2.3. Ukuxhumana (okungenayo nokuphumayo).
 - 11.2.4. Imemorandamu yangaphakathi nama-imeyili (phakathi kwamasayithi nehhovisi elikhulu).
 - 11.2.5. Ama-invoyisi, izitatimende kanye nezicelo.
 - 11.2.6. Imibiko, izibalo (ngokwenkomba yangaphakathi neyangaphandle).
 - 11.2.7. Imidwebo yobuchwepheshe nezinto ezinemifanekiso (izithombe).
 - 11.2.8. Nedokhumenti yokulungiselela.

11.2.9. Amamanuwali okusebenza ezimboni nemishini.

12. ISIZATHU NEZISOMBULULO ZOKWENQABA

- 12.1 Uma ngemva kokuhambisana nezidingo zenqubo ezishiwo eSigabeni 7.4 ngenhla: Isekela Lesikhulu Sowazi liyanqaba ukunikeza ukufinyelela olwazini; futhi lokho kwenqaba akusekelwe kunoma yisiphi isizathu sokwenqaba esishiwo eMthethweni; ofake isicelo angakhalaza ngesinqumo salelo Sekela Lesikhulu Solwazi Esikhulwini Solwazi.
- 12.2 Umfakisicelo angafaka isicelo seNkantolo ukuze athole ukusizakala okwengeziwe uma engagculisekile ngesinqumo sokubukeza seSikhulu Esibhekele Ulwazi.

13. IZINSIZAKALO EZIKHONA

- 13.1 Uhlobo lwezinsizakalo: I-Rand Water inalezi zinsizakalo ezilandelayo ezitholakalayo kumalungu omphakathi:
 - 13.1.1. Izinsizakalo zamanzi amaningi.
 - 13.1.2. Izinsizakalo zamanzi ezidayiswayo.
 - 13.1.3. Izinsizakalo zokukhucululwa kwendle.
 - 13.1.4. Amaprojekthi asekelwe emphakathini.
 - 13.1.5. Ulwazi oluphathelele namanzi nezinkinga zekhwalithi ezihlobene.
 - 13.1.6. Ulwazi oluvamile oluphathelele ne-Rand Water.
- 13.2. Indlela yokufinyelela lezi zinsizakalo:
 - 13.2.1. Izinsizakalo zamanzi amaningi, okudayisa kanye nokukhucululwa kwendle atholakala ikakhulukazi ngama-ejensi e-Rand Water, njengeziphatimandla zendawo.
 - 13.2.2. Usizo olusekelwe emphakathini luyatholakala ezindaweni zasemakhaya kanye nasemijondolo.
 - 13.2.3. Izinsizakalo zolwazi ezimayelana namanzi kanye nezinkinga zekhwalithi ezihlobene nazo zingatholwa ngeSikhulu Sezolwazi esingathintwa ngolwazi oluhlinzekwe eSigabeni sesi-5.

14. UKUBANDAKANYEKA KOMPHAKATHI

14.1. I-Rand Water iqalise izinhlelo ezihlukahlukene zokubamba iqhaza komphakathi ekwakhiweni kwenqubomgomo nasekusebenziseni amandla e-Rand Water. Izithangami zomphakathi ezilandelayo ziyasebenza, ukuze kubhekwane nezindaba ezithile ezibalulekile ekusebenzelaneni kwayo namalungu omphakathi:

14.1.1. Isithangami Sezinsizakalo Zamanzi: Ukuxhumana okuqondile namakhasimende amaningi kanye nababambiqhaza ababalulekile kudlala indima eqinile yokusekela nokuxhumanisa phakathi kwababambe iqhaza embonini yezinsizakalo zamanzi nokukhucululwa kwendle endaweni okusebenza kuyo i-Rand Water.

14.1.2. Isithangami Semboni Nabathengi Abaqondile: Lesi sithangami siphawula ukubaluleka kwemikhakha yezimbongi kanye nosizo lwe-Rand Water lokuqondisa abathengi.

14.1.3. Isithangami Sezimayini: Lesi sithangami siqaphela ukubaluleka kwembongi yezimayini.

14.1.4. Izithangami Zokuqoqwa Kwamanzi: Lezi zithangami zisebenza njengezinkundla zokuxoxisana ngezindaba eziphathelene nemithombo yamanzi kanye nokugqugquzela kanye nokwenza ngcono izindawo zokuqongelela amanzi.

15. AMAREKHODI ALAHLEKILE

15.1. Abafake izicelo banelungelo lokuthola impendulo ngencwadi efungelwe yamarekhodi angenakutholakala ngokufanelekile, kodwa lowo ofake isicelo ubeyokwazi ukuwafinyelela ukuba irekhodi belitholakala.

16. UKULAHLWA KWAMAREKHODI

16.1. Abafake izicelo bazokwaziswa ukuthi irekhodi elithile eliceliwe lilahliwe yini.

17. ISIBUKEZO

17.1. Le Manuwali izobukezwa izikhathi ezintathu ngonyaka noma lapho izimo zishintsha.

18. AMARIFARENSI

Isihloko Sedokhumenti	Inombolo Yedokhumenti	Indawo
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Umthetho Wokukhuthaza Ukutholakala Kolwazi	Unombolo 2 wezi-2000	I-inthanethi
Umthetho Wokuvikelwa Kolwazi Lomuntu Siqu	Unombolo 4 wezi-2013	I-inthanethi
Imfuneko Yohlelo Lokulawula Ikhwalithi	ISO 9001:2015	Ihhovisi le-QMO

19. IREKHODI NOKUGCINWA KWEDATHA

Idokhumenti Yerekhodi	Uhlobo/Inombolo Yedokhumenti	Indawo	Inkathi Yokugcinwa
IFomu A: Isicelo sokuthola irekhodi lohlaka lukahulumeni	RW Rec 00021 F	Umnyango Wamarekhodi Wenkampani	Iminyaka eyi-5
IFomu B: Isaziso ngokudluliswa kokungeneliseki kwangaphakathi	RW Rec 00022 F	Umnyango Wamarekhodi Wenkampani	Iminyaka eyi-5

20. UMLANDO WOKUSHINTSHA KWEDOKHUMENTI

Ithebula elilandelayo liqukethe umlando wale dokhumenti nenzuzo yesibukezo ngasinye.

Usuku	Inombolo Yokubukeza Yangaphambilini	Inombolo Yesibukezo Esisha	Incazelo Yesibukezo Ngasinye
04/08/2017	Akukho	01	Ifomethi ye-ISO 9001 iyahambisana
20/09/2019	01	02	Ukuthuthukiswa kwefomethi ukuze kuqinisekise ukusetshenziswa kalula, ukubukeza Amasekela Ezikhulu Zolwazi ngokusekelwe ezinguqukweni zenhlangano kanye nokuhlanganisa amalungiselelo ahlobene namarekhodi angatholakali nalahlwe.
06/05/2021	02	03	Ngokuqondanisa nezimfuneko ze-POPIA nezinguquko zenhlangano
09/09/2022	03	04	Ukuhlanganiswa kwe-PAIA ne-POPIA kuManuwali eyodwa nokwengeza zonke izici ezibucayi ze-POPIA kanye nokulungisa i-DIO ngokuhambisana nomyalelo we-CE. Nokuqondisa Imanuwali nethempulethi ikhishwe Umlawuli Wolwazi.

ORIGINAL APPROVED