

## **THE PROTECTION OF PERSONAL INFORMATION ACT - PRIVACY NOTICE**

This notice explains how Eskom Holdings SOC Ltd obtains, uses, and discloses your personal information in accordance with the requirements of the Protection of Personal Information Act (POPIA).

Eskom Holdings SOC Ltd is committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully, and transparently.

### **The information collected**

The company collects and processes personal information mainly for contact purposes, as well for understanding requirements and delivering services accordingly. For this purpose, Eskom Holdings SOC Ltd will collect contact details including your name, surname, and cell/tell numbers.

Eskom Holdings SOC Ltd shall collect information directly from you where you provide the company with your personal details. Where possible, the company will inform you of what information you are required to provide and what information is optional.

Website usage information may be collected using “cookies” which allows Eskom Holdings SOC Ltd to collect standard internet visitor usage information.

### **How your information is used**

Eskom Holdings SOC Ltd will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or research purposes.

#### **For example:**

- To gather contact information.
- To confirm and verify your identity or to verify that you are an authorised user for security purposes.
- For the detection and prevention of fraud, crime, money laundering or other malpractice.
- To conduct satisfaction research or for statistical analysis.
- For audit and record keeping purposes.
- In connection with any legal proceedings.
- For the purpose of the BIC competition

**IT 15: PoPIA – Privacy notice, Effective Date: 28 July 2021**

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## Disclosure of information

Your personal information may be disclosed to Eskom Holdings SOC Ltd service providers who are involved in the delivery of products or services to you and the company. Eskom Holdings SOC Ltd have agreements (PoPIA NDA SLA's) in place to ensure that we comply with the privacy requirements as required by PoPIA.

Eskom Holdings SOC Ltd may also disclose your information:

- Where the company has a duty or a right to disclose in terms of law or court orders; and
- Where the company believes it is necessary to protect your and Eskom Holdings SOC Ltd's rights.

## Information Security

Eskom Holdings SOC Ltd is legally obliged to provide adequate protection for the personal information it holds and to stop unauthorized access and use of personal information. The company will, on an on-going basis, continue to review security controls and related processes to ensure that your personal information remains secure.

Eskom Holdings SOC Ltd security policies and procedures cover:

- Physical security.
- Computer and network security.
- Access to personal information.
- Secure communications.
- Security in contracting out activities or functions.
- Retention and disposal of information.
- Acceptable usage of personal information.
- Governance and regulatory issues.
- Monitoring access and usage of private information.
- Investigating and reacting to security incidents.

When the company contract with third parties, we impose appropriate security, privacy, and confidentiality obligations on them to ensure that personal information, that we remain responsible for, is kept secure. The company will ensure that anyone to whom Eskom Holdings SOC Ltd pass your personal information agrees to treat your information with the same level of protection as Eskom Holdings SOC Ltd is obliged to.

## Your Rights: Access to information

You have the right to request a copy of the personal information Eskom Holdings SOC Ltd holds about you. To do this, simply contact Eskom Holdings SOC Ltd at the numbers/addresses as provided below and specify what information you require. We will need a copy of your Identification document (ID) to confirm your identity before providing details of your personal information. Please note that any such access request may be subject to a payment of a legally allowable fee.

### **Your Rights: Correction of your information**

You have the right to ask Eskom Holdings SOC Ltd to update, correct or delete your personal information. The company will require a copy of your ID to confirm your identity before making changes to personal information we may hold about you. The company would appreciate it if you would keep your personal information accurate.

### **Definition of personal information**

According to the PoPI Act “**personal information**” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to PoPIA, Eskom Holdings SOC Ltd also includes the following items as personal information:

- All addresses including residential, postal and email addresses.
- Change of name, for which Eskom Holdings SOC Ltd require copies of the marriage certificate or official change of name document issued by the state department.

### **How to contact**

If you have any queries about this notice, or you need further information about our privacy practices, or you wish to withdraw your consent, or exercise preferences or access or correct your personal information, please contact us at: [kadzinm@eskom.co.za](mailto:kadzinm@eskom.co.za)