



Incwadi ye-PAIA

Ikhasi Lokulawulwa Kwezibuyekezo

Ingugulo	Usuku	Ushintsho	Umbhali	Kugunyazwengu
Draft 1 Ver 1	13 uNcwaba 2026	Okusalungiswa (DPM-001)	Leon Richards	Information Officer
Rel 1 Ver 1	13 uNcwaba 2026	Ukukhishwa Kokuqala (PM-001)	Leon Richards	Information Officer

Imininingwane Yedokhumenti

- ID: PM-002
- Isihloko: Incwadi ye-PAIA
- Uhlobo: Inqubo
- Inguqulo: 1.2
- Isimo: Iyasebenza
- Umnikazi (Indima): Information Officer
- Ukuhlukaniswa: Okomphakathi
- Usuku Lokuqala Ukusebenza: 13 uNcwaba 2026
- Usuku Lokubuyekizwa Olulandelayo: 13 uNcwaba 2027
- Kuvunywe ngu: Operations Director

1 Inhloso

Inhloso yale Ncwadi ye-PAIA ukuhambisana nezidingo ze-*Promotion of Access to Information Act, 2 of 2000 (PAIA)* ngokuchaza amarekhodi agcinwe yiNkampani, indlela umuntu angacela ngayo ukufinyelela kulawo marekhodi, kanye nendlela ulwazi lomuntu siqu olucutshungulwa ngayo ngokuhambisana ne-*Protection of Personal Information Act, 4 of 2013 (POPIA)*.

2 Ububanzi

Le Ncwadi ye-PAIA isebenza kuwo wonke amarekhodi agcinwe yiNkampani, kungakhathaliseki ukuthi agcinwe ngayiphi indlela noma ngayiphi ifomethi, uma ewela ngaphansi kwe-PAIA ne-POPIA. Isebenza kubo bonke abasebenzi, osonkontileka, abahlinzeki bezinsizakalo, kanye nabo bonke abanye abantu abasebenza egameni leNkampani.

3 Izindima Nezibopho

Indima	Isibopho
Information Officer	Unesibopho esiphelele sokuqinisekisa ukuthotshelwa kwe-PAIA, ukugunyaza izicelo nokugcina le Ncwadi ye-PAIA isesikhathini.
Department Managers	Baqinisekisa ukuthi amarekhodi agcinwa ngendlela efanele futhi ayatholakala lapho kudingeka khona.
Bonke Abasebenzi	Bavikela impahla yolwazi futhi bathobele le Ncwadi ye-PAIA kanye nezinqubomgomo ezihambisana nayo.

4 Izifinyezo Nezichazamazwi

Isifinyezo	Incazelo
CEO	Chief Executive Officer
DIO	Deputy Information Officer
IO	Information Officer
MNO	Mobile Network Operator
PAIA	Promotion of Access to Information Act, 2 of 2000 (njengoba ushintshiwe)
POPIA	Protection of Personal Information Act, 4 of 2013
ISMS	Information Security Management System
Information Regulator	Information Regulator (South Africa)

5 Imininingwane Yokuxhumana

Information Officer

Igama: Johnathan Slatter
 Isikhundla: Fraud and Risk Manager
 I-imeyili: JohnathanS@afrisell.co.za

Imibuzo Ejwayelekile

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 Iwebhusayithi: www.afrisell.co.za

6 Umhlahlandlela we-PAIA

6.1 I-Information Regulator, ngokwesigaba 10(1) se-Promotion of Access to Information Act (PAIA), njengoba sishintshiwe, ibuyekeze futhi yakhipha Umhlahlandlela obuyekeziwe ochaza indlela yokusebenzisa i-PAIA. Lo Mhlahlandlela ubhalwe ngendlela ecacile neqondakala kalula ukuze usize noma ubani ofisa ukusebenzisa noma yiliphi ilungelo elihlinzekwe ngaphansi kwe-PAIA ne-POPIA.

6.2 Umhlahlandlela uyatholakala ukuze uhlolwe ngesiNgisi, isiBhunu (Afrikaans), isiXhosa nangesiZulu.

6.3 Lo Mhlahlandlela uqukethe incazelo yeNcwadi ye-PAIA.

7 Izigaba Zamarekhodi Atholakala Ngokuzenzakalelayo

Isigaba	Iwebhusayithi	Ayatholakala Uma Ecelwa
Incwadi ye-PAIA	✓	✓
Isaziso Sobumfihlo se-POPIA	✓	✓
Iphrofayela YeNkampani	✓	✓
Imigomo Nemibandela	✓	✓
Imininingwane Yokuxhumana	✓	✓

8 Amarekhodi Atholakala Ngokweminye Imithetho

Isigaba Samarekhodi	Umthetho Osebenzayo
Incwadi ye-PAIA	Promotion of Access to Information Act
Imibhalo Ephathelene Nobumfihlo	Protection of Personal Information Act
Amarekhodi Okubhaliswa Kwenkampani	Companies Act
Amarekhodi Entela	Income Tax Act; VAT Act
Amarekhodi Abaqashiwe	Basic Conditions of Employment Act
Amarekhodi Okulingana Kwezokuqashwa	Employment Equity Act
Amarekhodi Ezempilo Nokuphepha	Occupational Health and Safety Act
Amarekhodi Ezokuxhumana Ngogesi	Electronic Communications Act
Amarekhodi Abathengi (lapho kusebenza khona)	Consumer Protection Act
Amarekhodi Ezezimali	Companies Act

9 Incazelo Yamarekhodi Agcinwe YiNkampani

Isihloko	Izigaba Zamarekhodi
Ukuphathwa Kwebhizinisi	Izinqubomgomo, izinqubo, imibhalo yokuphatha, amarekhodi amasu
Ezabasebenzi	Amarekhodi abasebenzi, ukuqashwa, amarekhodi omholo, ukuqeqeshwa, ikhefu, amarekhodi okuqondiswa kwezigwegwe
Ezezimali	Ama-invoyisi, izinkokhelo, amarekhodi ezimali, imibhalo yentela

Amakhasimende	Amarekhodi okwenziwa kokufakwa kwe-airtime (recharge), imibuzo nezikhalazo zamakhasimende (lapho kusebenza khona)
Abadayisi (Dealers)	Izivumelwano nabadayisi, imibhalo yokubhalisa, amarekhodi ama-akhawunti, amarekhodi okwesekwa
Abahlinzeki	Izivumelwano nabahlinzeki, imibhalo ye-due diligence, imibhalo yokuthengwa kwezimpahla nezinsizakalo
Izinsizakalo Zokuxhumana Ngeselula	Amarekhodi okusatshalaliswa kwama-SIM akhokhelwa kusengaphambili (wholesale prepaid SIMs), amarekhodi okwenziwa kokufakwa kwe-airtime (recharge), amarekhodi okuhlinzekwa kwezinsizakalo (provisioning), amarekhodi okuqalisa ukusebenza kwezinsizakalo, amarekhodi abadayisi
Ubuchwepheshe Bolwazi	Amarejista ezimpahla, imibhalo yengqalasizinda yenethiwekhi, ukulungiselelwa kwezinhlelo, ama-backups, amarekhodi okufinyelela
Ukuvikeleka Kolwazi	Imibhalo ye-ISMS, ukuhlolwa kobungozi, amarekhodi ezigameko zokuphepha, imibiko yokuhlolwa (audit), amarejista ama-KPI
Ezomthetho Nokuthobela	Izinkontileka, izicelo ze-PAIA, amarekhodi e-POPIA, izikhalazo, ukuxhumana nabalawuli
Ezokusebenza	Izinqubo zokusebenza, imibhalo yokulethwa kwezinsizakalo, imibhalo yamaphrojekthi

10 Ukucubungula Ulwazi Lomuntu Siqu

10.1 Inhloso

INkampani icubungula ulwazi lomuntu siqu kuphela lapho kudingeka khona ukuze:

- ihlinzeke ngemikhiqizo nezinsizakalo zokuxhumana ngocingo;
- iphathe ubudlelwano namakhasimende nabahlinzeki;
- ilawule izinkontileka nezivumelwano zezinsizakalo;
- icubungule ukusatshalaliswa kwama-SIM akhokhelwa kusengaphambili kanye nezinsizakalo zokufakwa kwe-airtime nge-elektronikhi;
- ihambisane nezibopho zomthetho nezokulawula;
- ilawule ubudlelwano bokuqashwa;
- igcine ukuvikeleka kolwazi;
- ithole futhi ivimbele ukukhwebanisa; futhi
- isekele ukusebenza kwebhizinisi.

10.2 Izigaba Zabantu Idatha Ephathelene Nabo

Isigaba Sabantu	Ulwazi Olucutshungulwayo
Amakhasimende	Amarekhodi okwenziwa kokufakwa kwe-airtime (recharge)
Abadayisi (Dealers)	Imininingwane yokuxhumana, imininingwane yenkampani, imininingwane ye-akhawunti, imininingwane yokukhokhisa
Abasebenzi	Imininingwane yokuhlonza umuntu, imininingwane yokuqashwa, amaholo, kanye nolwazi lwezabasebenzi
Abahlinzeki	Imininingwane yenkampani, imininingwane yasebhange, imininingwane yokuxhumana
Osonkontileka	Imininingwane yezinkontileka, izinkontileka, amarekhodi okufinyelela
Abasebenzisi Bewebhusayithi	Imininingwane yobuchwepheshe, ama-cookie, amarekhodi ewebhusayithi

10.3 Abamukeli Bolwazi

Ulwazi lomuntu siqu lungabiwa nalaba abalandelayo, lapho kudingeka khona:

- Amabhange
- Abacubunguli bezinkokhelo (Payment Processors)
- Mobile Network Operators (MNOs)
- Iziphathimandla ezilawulayo
- Abahloli bamabhuku (Auditors)
- Abeluleki abangochwepheshe
- Abahlinzeki bezinsizakalo abasebenza ngaphansi kwezinkontileka
- Iminyango kahulumeni lapho kudingwa ngumthetho

10.4 Ukudluliselwa Kolwazi Ngaphandle Kwemingcele Yezwe

INkampani ayivamisile ukudlulisa noma ukucubungula ulwazi lomuntu siqu ngaphandle kweRiphabhulikhi yaseNingizimu Afrika ngesikhathi iqhuba imisebenzi yayo yebhizinisi.

Izinhlelo eziyinhloko zokusebenza zeNkampani kanye nedatha yamakhassimende zigcinwa eNingizimu Afrika. Izinsizakalo ze-imeyili zingahlinzekwa ngumhlinzeki wezinsizakalo osebenzisa i-cloud, futhi lapho kufanele khona, lokhu kungase kubandakanye ukucubungula ulwazi okuhambisana nengqalasizinda yomhlaba wonke yalowo mhlinzeki kanye nezibopho ezibekwe yizinkontileka.

Ngokuhambisana nezibopho zezinkontileka okuvunyelwene ngazo nama-Mobile Network Operators (MNOs), idatha yamakhassimende kanye nedatha yokusebenza ehlobene nezinsizakalo zama-MNO ayidluliselwa ngaphandle kweRiphabhulikhi yaseNingizimu Afrika.

Uma kudingeka ukuthi ulwazi lomuntu siqu ludluliselwe ngaphandle kwemingcele yezwe esikhathini esizayo, iNkampani izoqinisekisa ukuthi lokho kwenziwa ngokuhambisana ne-*Protection of Personal Information Act, 4 of 2013 (POPIA)* nokuthi kunezivumelwano nezinyathelo ezifanele zokuvikela ulwazi.

10.5 Izinyathelo Zokuvikeleka Kolwazi

INkampani igcina i-Information Security Management System (ISMS) eyenzelwe ukuvikela ubumfihlo, ubuqotho kanye nokutholakala kolwazi.

Izinyathelo zokuphepha zifaka phakathi izinqubomgomo zokuphatha, ukulawulwa kokufinyelela, ukuqinisekiswa kobunikazi (authentication), ukuvikelwa kwamadivayisi (endpoint protection), ukubethelwa kolwazi (encryption) lapho kufanele khona, ukuphathwa kobungozi bokuba sengozi (vulnerability management), izinqubo zokwenza ama-backup nokubuyisela ulwazi uma kwenzeka inhlekelele, ukuphathwa kwezigameko zokuphepha, ukuhlolwa kokuphepha kwabahlinzeki, ukuqwashisa abasebenzi ngezokuphepha, kanye nokubuyikezwa njalo kwezindlela zokulawula ukuphepha kolwazi.

Lezi zinyathelo zibuyikezwa njalo ukuze kuqinisekise ukuthi ziyaqhubeka nokusebenza kahle futhi ziyahambisana nezidingo zomthetho kanye nezokulawula.

11 Ukutholakala KweNcwadi ye-PAIA

Ikhophi yale Ncwadi ye-PAIA iyatholakala:

11.1 ku-www.afrisell.co.za njenge PAIA Manual PM-001;

11.2 kunoma ubani oyicelayo, ngemva kokukhokha imali enqunyiwe efanele; futhi

11.3 ku-Information Regulator uma iceliwe.

Imali yekhophi yale Ncwadi ye-PAIA, njengoba kubekiwe ku-Annexure B yeMithethonqubo, izokhokhwa ngekhosi ngalinye le-A4 elikopishiwe.

12 Ukubuyikezwa Nokugcinwa Kusesikhathini

Le Ncwadi ye-PAIA izobuyikezwa okungenani kanye ngonyaka, noma ngaphambi kwalokho uma kudingeka ngenxa yezinguquko emthethweni, ezidingweni zokulawula, ekusebenzeni kwebhizinisi noma endleleni ulwazi olucutshungulwa ngayo.

I-Information Officer unesibopho sokuqinisekisa ukuthi le Ncwadi ye-PAIA ihlala inembile futhi isesikhathini.

Imibhalo Ehlobene

- Information Security Policy
- Privacy Policy
- Information Classification Policy
- Records Retention Policy
- Risk Management Policy
- Acceptable Use Policy
- Incident Response Procedure
- POPIA Compliance Framework (lapho kusebenza khona)