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INcwadi Ecacisa I-PAIA

Ilungiselelwe ngokuvumelana nesigaba 51 soMthetho Wokukhuthaza Ukutholakala Kolwazi No.2 ka-2000 (njengoba uchitshiyelwe)

Usuku: 24 kuNhlaba 2023

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INcwadi Ecacisa I-PAIA

Indawo Ngokwebalazwe	INingizimu Afrika
Umnikazi Wale Ncwadi	I-DPO

Umbhali

Umbhali (Ababhali)	Isikhundla
Sheilendra Tomar	Umphathi Wokuvikelwa Kolwazi

Ukuganyaza Kwe-DPO

Umgunyazi	Isikhundla	Isiginisha Ye-DocuSign (uma kufanele)	Usuku Lokugunyazwa
Emmy Hackett	I-DPO	DocuSigned by: Emmy Hackett F824F46BEA71411...	16 June 2023

Umlando Wenguqulo

Inguqulo	Isifingqo Sezinguquko	Usuku Ekhishwe Ngalo
1.0	INcwadi Ecacisa I-PAIA yenziwa mhlaka	24 kuNhlaba 2023

Sicela uqaphele ukuthi izinguqulo zale ncwadi ezishicilelwe azilawulwa. Sicela uhlole i-SHL SharePoint ukuze uthole inguqulo yakamuva.

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1. Uhlu lwezifinyezo nezifushaniso

1.1	**"CEO"**	IsiKhulu Esiphezulu
1.2	**"DIO"**	IPhini LesiKhulu Solwazi
1.3	**"IO"**	IsiKhulu Solwazi
1.4	**"UNgqongqoshe"**	uNgqongqoshe wezoBulungiswa nokuHlunyeleliswa kweziMilo
1.5	**"I-PAIA"** (njengoba	UMthetho Wokukhuthaza Ukutholakala Kolwazi No. 2 ka-2000 uchitshiyelwe.
1.6	**"POPIA"**	UMthetho Wokuvikela Ulwazi Lomuntu No.4 ka-2013.
1.7	"**UMlawuli"**	UMlawuli Wolwazi
1.8	**"IRiphabhulikhi"**	IRiphabhulikhi YaseNingizimu Afrika

2. Inhloso yencwadi ecacisa i-PAIA

Le Ncwadi Ecacisa I-PAIA isiza umphakathi-

2.1 ukwazi ukuhlola izigaba zamarekhodi agcinwe yinhlangano natholakala ngaphandle kwesidingo sokuba umuntu afake isicelo se-PAIA ngokusemthethweni.

2.2 ube nokuqonda okwanele kwendlela yokufaka isicelo sokuthola irekhodi yenhlangano, ngokuchaza izihloko ezigcinwe yinhlangano kanye nezigaba zamarekhodi agciniwe esihloko ngasinye.

2.3 wazi incazelo yamarekhodi enhlangano atholakala ngokuvumelana nanoma yimuphi omunye umthetho.

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2.4 ufinyelele yonke iminingwane efanele yokuxhumana nesiKhulu Solwazi kanye nePhini LesiKhulu Solwazi, okuyibona abazosiza umphakathi ngamarekhodi abahlose ukuwathola.

2.5 wazi incazelo yomhlahlandlela wokusebenzisa i-PAIA, njengoba ubuyekezwa uMlawuli kanye nendlela yokuwufinyelela.

2.6 wazi uma inhlangano izocubungula iminingwane yomuntu, nenhloso yokucubungula leyo miningwane, nencazelo yezigaba zezihloko zolwazi kanye neyolwazi noma yezigaba zolwazi eziphathelene nayo.

2.7 wazi incazelo yezigaba zezihloko zolwazi kanye neminininingwane noma izigaba zayo eziphathelene nazo.

2.8 wazi abamukeli noma izigaba zabamukeli abahlinzekwa ngemininingwane yabantu.

2.9 wazi uma inhlangano isihlele ukudlulisela noma ukucubungula imininingwane yabantu ngaphandle kweNingizimu Afrika kanye nabamukeli noma izigaba zabamukeli abangase bahlinzekwe ngaleyo mininingwane yabantu; futhi

2.10 wazi ukuthi inhlangano inazo yini izindlela zokuvikela ezifanele zokuqinisekisa ubumfihlo, ukwethembeka nokutholakala kwemininingwane yabantu ezocubungulwa.

3. Imininingwane eyinhloko yokuxhumana ukuze kutholakale ulwazi lwe-SAVILLE AND HOLSWORTH (PTY) LTD (SHL)

3.1. IsiKhulu Solwazi

Igama:	Emmy Hackett
Ucingo:	+27832531686
I-imeyili:	emmy.hackett@shl.com

3.2. IPhini LesiKhulu Solwazi (*NB: uma kuqokwa iPhini LesiKhulu Solwazi elingaphezu kwelilodwa, makubhalwe imininingwane yabo bonke abaqokelwe kulesi sikhundla sokuba yiPhini lesiKhulu soLwazi senhlangano ngokuvumelana nesigaba 17 (1) se-PAIA.*

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Igama:	Ceridwen Mongie
Ucingo:	+27832531686
I-imeyili:	ceri.mongie@shl.com

3.3 Imininingwane evamile yokuxhumana ukuze kutholwe ulwazi

I-imeyili:	dpo@shl.com

3.4 Ihhovisi Likazwelonke noma Eliphethe

Ikheli Leposi:	Ground Floor Block D Southdowns Office Park, CNR of John Vorster Road and Karee Road, Iren Ext 54, Centurion 0157 South Africa
Ikheli Lendawo:	Ground Floor Block D Southdowns Office Park, CNR of John Vorster Road and Karee Road, Iren Ext 54, Centurion 0157 South Africa
Ucingo:	+27 12 6653130
I-imeyili:	dpo@shl.com
Iwebhusayithi:	www.shl.com

4. Umhlahlandlela wokusebenzisa i-PAIA nokuthi wona utholakala kanjani.

4.1. UMlawuli, ngokwesigaba 10(1) se-PAIA njengoba sichitshiyelwe, uye wabuyekeza futhi wenza uMhlahlandlela obuyekeziwe watholakala omayelana nokusebenzisa i-PAIA ("uMhlahlandlela"), ngendlela eqondakala kalula, nangendlela evumelana nesicelo somuntu ofisa ukusebenzisa noma yiliphi ilungelo elichazwe ku-PAIA ne-POPIA.

4.2. Lo Mhlahlandlela utholakala ngesiNgisi nangesiZulu.

4.3. Lo Mhlahlandlela unezincazelo ezilandelayo-

4.3.1. izinhloso ze-PAIA ne-POPIA.

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4.3.2. ikheli leposi nalendawo, kanye nocingo nekheli le-imeyili yalaba-

4.3.2.1. isiKhulu Solwazi sayo yonke inhlangano ezimele, kanye

4.3.2.2. nalo lonke iPhini LesiKhulu Solwazi sayo yonke inhlangano yomphakathi noma ezimele eqokwe ngokuvumelana nesigaba 17(1) se-PAIA[1] nesigaba 56 se-POPIA[2]

4.3.3. indlela nohlobo lwesicelo-

4.3.3.1. sokuthola irekhodi lenhlangano ezimele njengoba kuchazwe esigabeni 50[3];

4.3.4. usizo oluthalakala kuMlawuli ngokuvumelana ne-PAIA ne-POPIA.

4.3.5. zonke izixazululo zasemthethweni ezitholakalayo mayelana nokwenza noma nokwehluleka ukwenza ngokuphathelene nelungelo noma nesibopho esidluliselwe noma esiphoqelwe ngokwe-PAIA noma ngokwe-POPIA, kuhlanganise nendlela yokufaka-

4.3.5.1. isikhalazo sakungaphakathi.

4.3.5.2. isikhalo kuMlawuli; kanye

4.3.5.3. nesicelo enkantolo esiphikisana nesinqumo sesikhulu solwazi senhlangano yomphakathi, nesinqumo sesikhalazo sokungaphakathi noma nesiqumo soMlawuli noma sesikhulu senhlangano ezimele.

[1] Isigaba 17(1) sePAIA- *Ngokwezinjongo ze-PAIA, inhlangano yomphakathi ngayinye kumelwe, ngokuvumelana nemithetho elawula ukuqashwa kwezisebenzi zenhlangano yomphakathi ethintekayo, iqoke inani elidingekayo labantu njengamaphini esikhulu solwazi ukuze benze inhlangano yomphakathi itholakale ngezinga elifanele kubaceli bamarekhodi ayo.*

[2] *Isigaba 56(a) se-POPIA- Inhlangano ngayinye yomphakathi nezimele kumelwe ihlinzeke, ngendlela echazwe esigabeni 17 soMthetho Wokukhuthaza Ukutholakala Kolwazi, ngezinguqulo ezidingekayo, ukuze kuqokwe inani elifunekayo, uma likhona, lamaphini esikhulu solwazi ukuze kwenziwe imisebenzi nezibopho ezichazwe esigabeni 55(1) se-POPIA.*

[3] *Isigaba 50(1) se-PAIA- Kumelwe umceli avunyelwe ukuthola irekhodi yenhlangano ezimele uma-*
a) lelo rekhodi lidingeka ukuze kusebenze noma kuvikelwe noma iliphi ilungelo.
b) lowo muntu ehambisana nezimfuneko ze-PAIA eziphathelene nesicelo sokuthola lelo rekhodi; futhi
c) ukutholakala kwalelo rekhodi kungenqatshelwa yinoma yiziphi izizathu zokwenqaba ezichazwe eSahlukweni 4 sale Ngxenye.

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4.3.6. okuhlinzekwa yisigaba 14[4] nesigaba 51[5] okudinga ukuba inhlangano yomphakathi nenhlangano ezimele, ngokulandelana, zibhale incwadi ecacisayo, kanye nokuthi le ncwadi itholakala kanjani.

4.3.7. okuhlinzekwa yisigaba 15[6] nesigaba 52[7] ngokudalulwa ngokuzithandela kwezigaba zamarekhodi, yinhlangano yomphakathi noma yinhlangano ezimele, ngokulandelana.

4.3.8. izaziso ezakhishwa ngokuvumelana nesigaba 22[8] nesigaba 54[9] mayelana nezindleko ezizokhokhelwa ngokuphathelene nezicelo zokuthola ulwazi; kanye

4.3.9. imithethonqubo ebekiwe ngokuvumelana nesigaba 92[10]

4.4. Amalungu omphakathi angahlola aphinde enze amakhophi oMhlahlandlela emahhovisi ezinhlango zomphakathi nezimele, kuhlanganise nehhovisi loMlawuli, phakathi kwamahora omsebenzi ajwayelekile.

4.5. Umhlahlandlela ungatholwa nangale ndlela -

4.5.1. ngesicelo esithunyelwe esiKhulwini Solwazi.

4.5.2. kuwebhusayithi yoMlawuli (https://www.justice.gov.za/inforeg/).

Isigaba 14(1) se-PAIA- Kumelwe isikhulu solwazi senhlangano yomphakathi, okungenani ngezilimi ezintathu ezisemthethweni, sihlinzeke ngencwadi ecacisayo enolwazi olubhalwe esigabeni 4 ngaphezulu.

Isigaba 51(1) se-PAIA- Kumelwe isikhulu senhlangano ezimele sihlinzeke ngencwadi ecacisayo enencazelo yolwazi olubhalwe esigabeni 4 ngaphezulu.

[6] *Isigaba 15(1) se-PAIA- Kumelwe isikhulu solwazi senhlangano yomphakathi sihlinzeke, ngendlela echaziwe, ngencazelo yezigaba zamarekhodi enhlangano yomphakathi atholakala ngokuzenzakalelayo ngaphandle kokuba umuntu afake isicelo sokuwathola.*

Isigaba 52(1) se-PAIA- Isikhulu senhlangano ezimele singase, ngokuzithandela, sihlinzeke ngokuvumelana nendlela echaziwe, ngencazelo yezigaba zamarekhodi enhlangano ezimele atholakela ngokuzenzakalelayo ngaphandle kokuba umuntu afake isicelo sokuwathola.

[8] *Isigaba 22(1) se-PAIA- Isikhulu solwazi senhlangano yomphakathi esamukela isicelo sokuthola ulwazi, sisebenzisa isaziso kumelwe sicele umuntu ofake isicelo ukuba akhokhe inani elibekiwe (uma likhona), phambi kokuba isicelo sicutshungulwe.*

[9] *Isigaba 54(1) se-PAIA- Isikhulu senhlangano ezimele esamukela isicelo sokuthola ulwazi sisebenzisa isaziso kumelwe sicele umuntu ofake isicelo ukuba akhokhe inani elibekiwe (uma likhona), phambi kokuba isicelo sicutshungulwe.*

Isigaba 92(1) se-PAIA sihlinzeka ngokuthi- "UNgqongqoshe, ngesaziso se-Gazette, angenza imithethonqubo mayelana-
- *(a) nanoma yiluphi udaba oludingwa noma oluvunyelwa yilo Mthetho.*
- *(b) nanoma yiluphi udaba olumayelana nezindleko njengoba kuchazwe esigabeni 22 nesigaba 54.*
- *(c) nanoma yisiphi isaziso esidingwa yilo Mthetho.*
- *(d) imigomo efanayo ezosetshenziswa yisikhulu solwazi senhlangano yomphakathi lapho sinquma ukuthi yiziphi izigaba zamarekhodi ezizokwenziwa zitholakale ngokuvumelana nesigaba 15; kanye*
- *(e) nanoma yiluphi udaba lokuphatha nokucubungula okudingekayo ukuze kusetshenziswe okuhlinzekwa yilo Mthetho."*

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4.6 Ikhophi loMhlahlandlela liyatholakala ngezilimi ezimbili ezilandelayo ezisemthethweni, ukuze umphakathi uyihlole phakathi kwamahora omsebenzi ajwayelekile-

4.6.1 IsiNgisi nesiZulu

5. Izigaba zamarekhodi ase-SAVILLE AND HOLSWORTH (PTY) LTD (SHL) ezitholakalayo ngaphandle kokuba umuntu afake isicelo sokuwathola.

Izigaba zamarekhodi	**Izinhlobo zerekhodi**	Kutholakala Kuwebhusayithi	Kutholakele ngesicelo
Iwebhusayithi Ye-SHL kanye Nesaziso Sobumfihlo Sokuthintana Kwebhizinisi	Idokhumenti yokuba sobala neyokudaluleka kubasebenzisi bewebhusayithi ye-SHL, bezinkundla zokuxhumana kanye nabasebenzisi benkundla ye-SHL	X	X
Inqubungomo Yamakhukhi	Amakhukhi asetshenziswa yi-SHL kanjani futhi nini	X	X

6. Incazelo yamarekhodi ase-SAVILLE AND HOLSWORTH (PTY) LTD (SHL) atholakala ngokuvumelana nanoma yimuphi omunye umthetho.

Isigaba Samarekhodi	**Imithetho Esebenzayo**
I-Memorandum yokuhlanganisa	UMthetho Wezinkampani No. 71 ka-2008

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INcwadi Ecacisa I-PAIA	UMthetho Wokukhuthaza Ukutholakala Kolwazi No. 2 ka-2000

7. Incazelo yezihloko inhlangano egcine ngazo amarekhodi, kanye nezigaba zamarekhodi agcinwe ngesihloko ngasinye yi-SAVILLE AND HOLSWORTH (PTY) LTD (SHL)

Izihloko inhlangano egcine ngazo amarekhodi	Izigaba zamarekhodi
Izisebenzi zamakhasimende kanye nezisebenzi ezilindelekile	Igama, Ikheli Le-imeyilil, Ubulili, Ulimi, i-ID ye-Data Exporter, imininingwane yezisebenzi ngokwezibalo zabantu, izimpendulo zokuhlolwa noma zenhlolovo, okulalelwayo okuqoshiwe, izithombe kanye nanoma yiluphi olunye ulwazi olucelwa yikhasimende.
Izisebenzi zase-SHL	Amarekhodi ezisebenzi – Igama, ikheli, imininingwane yokuxhumana, usuku lokuzalwa, iholo, usuku lokuqala umsebenzi, izihlobo/abancike kubo, imininingwane yokusebenza.

8. Ukucutshungulwa Kwemininingwane Yomuntu

8.1 Inhloso Yokucubungula Imininingwane Yomuntu

Ukuze i-SHL ihlinzeke ngemikhiqizo yokuhlola ikhono nangezinsiza kumakhasimende e-SHL

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8.2 Incazelo yezigaba zeziHloko Zolwazi kanye nolwazi noma izigaba zolwazi eziphathelene nazo

Izigaba ZeziHloko Zolwazi	Imininingwane yomuntu engase icutshungulwe
Izisebenzi zamakhasimende kanye nezisebenzi ezilindelekile	Igama, Ikheli Le-imeyilil, Ubulili, Ulimi, i-ID ye-Data Exporter, imininingwane yezisebenzi ngokwezibalo zabantu, izimpendulo zokuhlolwa noma zenhlolovo, okulalelwayo okuqoshiwe, izithombe kanye nanoma yiluphi olunye ulwazi olucelwa yikhasimende.
Abahlinzeki Bezinsiza	Igama, inombolo yokubhalisa, inombolo ye-VAT nekheli
Izisebenzi	Amarekhodi ezisebenzi – Igama, ikheli, imininingwane yokuxhumana, usuku lokuzalwa, iholo, usuku lokuqala umsebenzi, izihlobo/abancike kubo, imininingwane yokusebenza.

8.3 Abamukeli noma izigaba zabamukeli abangase bahlinzekwe ngemininingwane yomuntu.

Isigaba semininingwane somuntu	Abamukeli noma Izigaba Zabamukeli abangase bahlinzekwe ngemininingwane yomuntu.
Igama, Ikheli Le-imeyili, Ubulili, Ulimi, I-ID YeNkampani, imininingwane yezisebenzi ngokwezibalo zabantu,	I-Amazon Web Services (AWS), eJalimani nesipele e-Ireland

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Isigaba semininingwane somuntu	**Abamukeli noma Izigaba Zabamukeli abangase bahlinzekwe ngemininingwane yomuntu.**
izimpendulo zokuhlolwa noma zezinhlolovo, okulalelwayo okuqoshiwe, izithombe kanye nanoma yiluphi olunye ulwazi olucelwa yiNkampani	
Imininingwane Yokuxhumana Yenkampani, njengeGama, isikhundla, umqashi, ikheli le-imeyili nenombolo yocingo	Salesforce, e-UK
Noma yiphi imininingwane yomuntu ethunyelwe nge-imeyili	Microsoft Office 365, e-UK
Igama, ikheli lemeyili, izithombe zevidiyo	Zoom, eNetherlands
Igama, ikheli lemeyili, nalapho kuvulwe ngumsebenzisi ukuvumelanisa kwekhalenda, yonke imininingwane yekhalenda kubandakanya amakhalenda anokwabelana	Nylas, e-Ireland
Igama, ikheli le-imeyili	Azure, eNetherlands
Igama ngokuzenzakalelayo; ezinye izigaba ezincike kulokhu okungaphakathi kwamafayela anokwabelana ngawo.	Google Firebase, eBelgium
Igama, ikheli lemeyili, izithombe zevidiyo	Twilio Screenshare, eJalimani

8.4 Ukugeleza kwemininingwane yomuntu okuhleliwe okweqa imingcele.

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Sigcina Imininingwane Yomuntu ezikhungweni zemininingwane eJalimani, kunesipele e-Ireland. Amanxusa e-SHL nawo adlulisela Imininingwane Yomuntu phandle kweNingizimu Afrika, iye eMelika, eNdiya nase-UK lapho inani elikhawulekile lezisebenzi, kanye nabadayisi bethu abaseceleni esibethembayo nabahlinzeki bezinsiza, bekwazi ukuthola imininingwane yomuntu ukuze kuhlinzekwe ngezinsiza. Onke amanxusa e-SHL anezilawuli zokuvikela zobuchwepheshe nezingokoqobo futhi kudingeka ahambisane nezinqubomigomo kanye nezinqubo zethu zokuvikela imininingwane, imithetho esebenzayo, elawula ukuqoqwa nokusetshenziswa kwemininingwane yomuntu.

8.5 Incazelo evamile Yezinyathelo Zokuvikela Imininingwane ezizolandelwa yilungu elinesibopho sokugcina ubumfihlo, ukwethembeka nokutholaka kolwazi

- Ukuvalelwa kwemininingwane -Yonke imininingwane ivalelwa ngokuvumelana nemithetho yemboni lapho igciniwe (256-bit AES) noma lapho idluliselwa (TLS 1.2). Imininingwane esetshenziwa abahlinzeka abakhulu abaseceleni njenge-AWS (ukusingatha) ne-Microsoft (i-imeyili nangokukhiqiza) kuvalelwa ngezikhiye ezigcinwa umngenisi weMininingwane ukuze imininingwane ingafinyeleleki kulelo lungu langaphandle.
- Izinyathelo zokugcina ubumfihlo obuqhubekayo, ukwethembeka, ukutholakala nokuqina kwezinhlelo nezinsiza zokucubungula -I-SHL isebenzisa uhlelo lokuqhuba ibhizinisi nokusinda engozini, oluhlolwa futhi luqinisekiswe njalo ukuze ukuze kuqikelelwe ukuqhubeka nokusimama. Ukusetshenziswa kwamawebhusayithi ahlukahlukene okusingatha imininingwane, ezindaweni ezihlukeneyo, kuhlinzeka ngokusinda engozini okuphumelelayo kanye nokuqhubeka kwezinsiza uma kunesigameko noma kunokunqamuka. Izinhlelo zokungenisa imininingwane zenza amakhophi aphelele njalo ngesonto, kanye namakhophi avalelwe nsuku zonke abe esethunyelwa ngekuphephile ngaphakathi kwesifunda se-AWS esifanele.
- Izinqubo zokuvivinya njalo, ukuhlola kanye nokuhlaziya ukuphumelela kwezivikeli zenhlangano eziqinisekisa ukuphepha kokucubungula-Njengengxenye yohlelo lokuphatha oluhlanganisiwe oluvunyelwe yi-ISO, i-SHL isebenzisa uhlelo lwangaphakathi lokucwaninga ukuze kulinganiswe ukusebenza kwezinqubomgomo, izinqubo nezilawuli. Ukutholakala kabusha kwesitifiketi se-ISO nezinye izinhlelo zokuqinisekisa kuhlinzeka ngokuqinisekiswa kwangaphandle kokusebenza kwe-IMS.
- Ukuhlolwa njalo kobuthakathaka kwenziwa kuzo zonke izinhlelo zangaphakathi kanye nasezinkundleni ezibheke ngaphandle ukuze kukhonjiswe ubuthakathaka namathuba okwenza kangcono. Lokhu kwenziwa ngokuhlola izingozi eziyiShumi Ezihamba phambili zokuphepha ze-OWASP, kanye nokuhlolwa kwangaphandle kwezinhlelo nezinsiza zewebhusayithi okwenziwa ngumhlinzeki ogunyazwe yi-CREST.
- Izinyathelo zokudalulwa nokugunyazwa kwabasebenzisi-Izisebenzi zase-SHL zinikezwa ama-ID abasebenzisi kanye nemininingwane yokungena ukuze kuqinisekiswe ukudalulwa okufanele futhi kube nokuziphendulela okufanele kwabo bonke abasebenzisi. Imvume yokungena ihlinzekwa ngokwesilawuli selungelo eliphansi kanye nendima edlalwayo, iqinisekiswe ngokubuyekezwa njalo ngenyanga nangokucwaninga kwezinhlu zabasebenzisi abangena ohlelweni.
- Imvume yokungena kumasistimu e-SHL kuhlinzekwa ngokuqinisekisa ngezinto eziningi nangezinsiza zokuqinisekisa ngesikhathi esisodwa. I-SHL isebenzisa i-Zscaler Private Access ukuze ihlinzeke ngemvume evikelekile nethembekile kubo bonke abasebenzisi bezinsiza zayo.
- Izinyathelo zokuvikela imininingwane lapho idluliselwa-I-SHL isebenzisa i-TLS 1.2 kumasevisi e-imeyili ukuze ikhiyele imininingwane lapho idluliselwa. Ukudluliselwa kwanoma yimaphi amafayela anemininingwane yomuntu kwenziwa ngamasevisi amalinki avikelekile, ukuvikelwa kwamaphasiwedi, kanye/noma ukukhiyelwa kwamafayela emininingwane ibe yi-256-bit AES.

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- Izinyathelo zokuvikela imininingwane lapho igciniwe-Imininingwane ikhiyelwa ibe yi-256-bit AES, kusetshenziswa izikhiye ezilawulwa kuphela yi-SHL ukuze kuqinisekiswe ukuthi akukho lungu langaphandle elikwazi ukufinyelela imininingwane. Imininingwane egciniwe inikezwa izisebenzi ezifeza indima ethile-ngokusekelwe ezilawulini zokufinyelela, kusetshenziswa amalogi aphelele esistimu nawe-OS ukuze kuqinisekiswe kuphinde kube nokuziphendulela kwabasebenzisi ngezenzo zabo. Zonke izigcino zesistimu ye-SHL zikhiyelwe ngokuphelele, zisebenzisa amasistimu omsingathi avimbela ukungena okungagunyaziwe, futhi zivimbela ukusetshenziswa kwezinto ezingokoqobo zokugcina imininingwane ngokuzenzakalelayo.
- Izinyathelo zokuqinisekisa ukuvikeleka kwangempela kwezindawo lapho kucutshungulwa khona iminingwane yomuntu -I-SHL iqapha ukungena ezikhungweni ngamakhamera e-CCTV, ngonogada, ngezinhlelo zokungena ezinokuzenzakalelayo (isib. izikhiye zeminyango ezivulwa ngamabheji), nangezinye izindlela zokulawula ezitholakalayo kuye ngokuhluka kwezindawo. Zonke izisebenzi nabantu bezinhlangano eziseceleni banikezwa amabheji e-ID / okuphepha ukuze bangene ngemvume ezikhungweni zokungenisa kwemininingwane, bathole imvume evumelana nomsebenzi umuntu awenzayo kuleyo ndawo. I-AWS namanye amalungu angaphandle ahlinzeka ngezinsiza zokucubungula imininingwane yomuntu, kudingeka benze isivumelwano senkontileka futhi banikeze ubufakazi bamazinga afanayo okuvikeleka okuhlinzekwa yizilawuli zokuvikeleka nangokubhalisa kokungena.
- Izinyathelo zokuqinisekisa ukubhaliswa kwezigameko-I-SHL isebenzisa i-InsightIDR ye-Rapid7 ukuze kutholwe izigameko futhi kusatshelwe kuzo, kuqashwe ukungena ngemvume, futhi kubonakale izigcino. I-InsightIDR yinsiza ebizwa nge-Software as a Service (SaaS) eqoqa imininingwane yezinye izinsiza zokuvikela zohlelo ezikhona, yokubhalisiwe kwemvume, neyamadivayisi ezigcino, iqoqele leyo mininingwane eQoqweni elisemaphakathi elisendaweni. Okubhalisiwe kwazo zonke izinhlelo kugcinwe nge-InsightIDR isikhathi esiyizinyanga eziyi-12 kusukela lapho kuqoqelwe khona.
- Izindlela zokuqinisekisa izimiso zohlelo, kubandakanya ukumisa ngokwenjwayelo-Ngokusebenzisa izinsiza zasemaphakathi (i-InTune neManageEngine), i-SHL isebenzisa futhi iphoqe ukusetshenziswa kwezimiso ngokwenjwayelo ezigcinweni. Lokhu kuqukatha ukukhawuleka kwesofthiwe ezimpahleni ezibiziweyo neziphathiweyo, ukuhluza kwewebhu, nokuqinisekisa ukusetshenziswa kwezinsiza zokuvikeleka. Ukubuyekeza nokuchibiyela kuphathwa ngalezi zinhlelo ukuze kuvikeleke lapho ezingozini. Ukubhalisa nokuqapha kwezigcino, kanye nokubonakala kwamaphakheji esofthiwe nezinguqulo zawo asefakelwe, kuqinisekisa ukusetshenziswa ngokufanayo kwezimiso esisekweni sonke sabasebenzisa uhlelo lokungenisa iDatha.
- Izindlela zokulawula nokuphatha kwe-IT nokuvikeleka kwe-IT -Uhlelo lokuphatha lwakwa-SHL oluhlanganisiwe lubonakalisa lulwaula imikhuba yebhizinisi ephathelene nobuchwepheshe bolwazi, ukuvikeleke kolwazi, ukuqhubeka kwebhizinisi, kanye nokuvikeleka kwemininingwane. Lokhu kwenzeka ngokusebenzisa ngokuphelele kwezincwadi zokuvumela, kokucwaninga, kokuphatha kwengozi, kokukhonjwa nokuqashwa kwalapho kudingeka ukuba ngcono, nangokuqinisekisa okuhlolwa kwabangaphandle. Ukulawula okungaphezu kwalokhu kutholakala ngemihlangano yokubuyekeza ukuphatha eyenziwa kane ngonyaka yiBhodi lokuVumela, ukuze kuqinisekiswe ukuthi uhlelo lokuphatha oluhlanganisiwe lusala lufanele, lwanele, lusebenze, luphinde luhlangane nezidingo zenhlangano. IBhodi lokuVumela linabaholi benhlangano yonke, kubandakanya umqondisi weqembu ophathayo, kanye nezikhulu ze-IT, zezomthetho, kanye nezezisebenzi.
- Izindlela zokuqinisekisa izindlela nemikhiqizo-Ukuze kuhlinzekwe ngokuqinisekisa kokuvikeleka kwemikhiqizo nezinsiza zakwa-SHL, inhlangano ineziqinisekiso zangaphandle emikhakheni yokuvikeleka kolwazi nakwedatha.
  Lezi ziqukatha:

  - ISO 20000 – Uhlelo Lokuphatha Insiza
  - ISO 22301 – Uhlelo Lokuphatha Ukuqhubeka Kwebhizinisi
  - ISO 27001 – Uhlelo Lokuphatha Ukuvikeleka Kolwazi
  - ISO 27701 – Ukuphathwa Kolwazi Oluyimfihlo
  - ISO 27018 – Ukuvikeleka kwemininingwane yomuntu engakhonjwa (PII) emafini asemphakathini ngokusebenza njengomcubunguli we-PII.

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  - Uhlelo Lokuvikeleka lwe-Cloud Security Alliance (iCSA) olubizwa ngelika-Security Trust Assurance and Risk (STAR)
  - I-Cyber Security Essentials
  - Zonke izifunda ze-AWS ezisetshenziswa ukusingatha imininingwane ziqinisekiswa yi-ISO 27001 kanye ne-SSAE 16/SOC 2 uHlobo II.
- Izindlela zokuqinisekisa ukuncishiswa kwemininingwane -Imikhiqizo nezinsiza ze-SHL zilandela imigomo yemfihlo-ngenjwayelo kanye nemfihlo-ngokuqanjwa kuzo zonke izimpilo zayo zokuqanjwa nokusetshenziswa. Ingxenye ebaluleke kakhulu kulokhu ngukuqinisekisa ukuthi lezo zigaba zemininingwane yomuntu kuphela zicutshungulwa ngokudingeka ukuze kuqinisekiswe ukuhlinzekwa kwemikhiqizo nezinsiza. sI-SHL iqikelela ukuthi iyaqonda futhi isebenzisa kuphela izigaba zolwazi ezidingekayo kuphela, ngokusebenzisa ukuhlola kwangaphakathi njenge-PIA ne-DPIA kuzo zonke izimpilo zezinhlelo, kanye nohlelo lwe-pod olwenza ukuthi kunelungu leqembu lokuvikeleka kolwazi olufakelwe kuzo zonke izinhlelo kusukela ekuqambeni kuye ekuhlinzekeni.
- Izindlela zokuqinisekisa ikhwalithi yemininingwane -Izinyathelo zokuqinisekisa ukugcinwa kwemininingwane isikhathi esilinganiselwe – I-SHL isebenzisa futhi ilinganise ngokwezingcwaningo zokuhlola Inqubomgomo Yayo Yokugcinwa Kwemininingwane ukuze kuqinisekiswe ukuthi iminingwane yomuntu iyasuswa noma igcinwa ngendlela engalidaluli igama ekuphelini kwesikhathi sayo sokusetshenziswa noma sokugcinwa.
- Izindlela zokuqinisekisa ukuziphendulela-Ngokusetshenziswa kwemfundo yokwazisa izisebenzi nangokuqeqeshwa ukuze kulandelwe imithetho, i-SHL iqinisekisa ukuthi izisebenzi ziyaziqonda izibopho zazo ngokuvikeleka kolwazi nangokuvikeleka kwemininingwane, nangokuziphendulela izenzo zabo. Lokhu kwesekelwa izilawuli zemvume yokungena emiselwe endimeni edlalwayo, izivumelwano zobumfihlo, kanye nokubhalisa okuphelele kwasohlelweni.
- Izindela zokuvumela ukuthwalwa kwedatha nokuqinisekisa ngokusulwa-Izindlela ezisemthethweni zokusula kwedatha nezicelo zokuthola izihloko zibhalisiwe zabelanwa namaklayenti ukuze kuhlelwe ukuphakelwa kwamalungelo ezihloko zedatha. Lezi ziphathwa zilandelwa ngohlelo olusemthethweni lwamathikhethi olunezimvume, ukuze kuhlinzekwe kahle nangesikhathi.

9. Ukutholakala kweNcwadi Ecacisayo

9.1 Ikhophi leNcwadi Ecacisayo litholakala-

9.1.1 Ku-www.shl.com

9.1.2 ehhovisi elikhulu le-**SAVILLE AND HOLSWORTH (PTY) LTD (SHL)** ukuze lihlolwe umphakathi phakathi namahora ajwayelekile okusebenza.

9.1.3 kunoma ubani ngokwesicelo nangokukhokhelwa kwezindleko ezibekiwe; futhi

9.1.4 kuMlawuli Wolwazi ngokwesicelo.

9.2 Izindleko zokuthola ikhophi yeNcwadi Ecacisayo, njengoba kuchazwe esijobelelweni B soMthethonqubo, zizokhokhelwa ikhasi ngalinye lekhophi elenziwe.

10. Ukubuyekezwa kweNcwadi Ecacisayo

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IsiKhulu Solwazi sizobuyekeza le ncwadi ecacisayo ngokwenjwayelo.

Ikhishwe ngomhlaka

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