



## GPA Global Privacy and Data Protection Awards 2024

### Entry Form

To submit an entry to the GPA Global Privacy and Data Protection Awards please complete and email this form to [secretariat@globalprivacyassembly.org](mailto:secretariat@globalprivacyassembly.org) **no later than 17 June 2024**.

Note: GPA member authorities can submit as many entries as they wish, but a separate form should be used for each different entry, submitted by the deadline above.

Languages: The GPA documentation Rule 6.2<sup>1</sup> applies.

#### 1. CONTACT DETAILS FOR THIS ENTRY

Privacy/Data Protection Authority:	INFORMATION REGULATOR (SOUTH AFRICA)	
Person completing this form:	MUKELANI	DIMBA
	<i>First name</i>	<i>Last name</i>
Job title:	EXECUTIVE: EDUCATION & TRAINING	
Email address:	MDIMBA@INFOREGULATOR.OR.GZA	

#### 2. ELIGIBILITY

By submitting this entry, I confirm that (*please tick all boxes to confirm*):

- The Authority is a member of the Global Privacy Assembly
- The initiative described in this entry was undertaken since January 2022.
- I am aware that the information in the entry (other than the contact details in 1(a) above) will be publicised by the GPA Secretariat.

#### 3. CATEGORIES

Please indicate which category you wish to enter.

*Please tick **one**; please use a separate form for each category you wish to enter:*

- Education and Public Awareness
- Accountability
- Dispute Resolution and Enforcement
- Innovation
- People's Choice

<sup>1</sup> [GPA Rules and Procedures](#), Rule 6.2 'Assembly documents':

Without prejudice to section 4.2, Assembly documents, including accreditation and observer applications may be submitted in English or in another language. In the latter case, the documents shall be accompanied by an English version. Members with the ability and the resources to do so are encouraged to translate proposed resolutions and other Assembly documents such as the Assembly Rules and Procedures.

#### 4. DESCRIPTION OF THE INITIATIVE

**a. Please provide a brief summary of the initiative (no more than 75 words)**

*Dikopano* (community meetings in Sesotho) – This is a series of engagements conducted by the Information Regulator to bring the data protection authority closer to the people. In this initiative, the Information Regulator conducts a series of community meetings, runs public awareness activations in high-traffic areas and engages with responsible parties (controllers) in the remote provinces of South Africa. This is done to raise awareness about the Protection of Personal Information Act No.4 of 2013.

**b. Please provide a full description of the initiative (no more than 350 words)**

For its strategic plan for the period 2022 - 2027, the Information Regulator adopted an impact statement that reads: **“All persons are empowered to assert their rights to privacy, as it relates to the protection of personal information and their right of access to information.”**

In working towards the achievement of the intended impact, the Regulator initiated in 2022 its flagship programme - the *“Dikopano”* – which is about taking the Regulator to the people. *Dikopano* means “community meetings” in Sesotho, one of South Africa’s official languages.

The programme is in the form of provincial roadshows and comprises public activations, stakeholder engagement sessions and community engagements.

The rollout of the programme involved collaboration with local traditional and community leaders and local government who mobilise the communities to attend community engagements. The sessions are conducted in the language the communities are comfortable expressing themselves in and the opportunity was afforded to them to have an open dialogue with the Information Regulator.

At these sessions, the entire senior leadership of the Information Regulator, the Executives, and senior officials engage with the community on socio-economic development issues that they encounter, and they advise the community on how the data protection legislation can be used to address the problems raised.

The types of matters that typically form part of the dialogue between the Information Regulator and the communities often relate to cases when there has been an interference with the personal information of data subjects in the process of delivery of essential public services such as payment of social security grants, provision of health services, etc. Depending on the query that would have been raised, the Information Regulator would either provide guidance on how any matter can be resolved by linking the solution the provisions of the Protection of Personal Information Act No.4 of 2013 (POPIA), or the

matters would be referred to the case managers of the Information to investigate the matter formally.

The seventy-two (72) Dikopano and public awareness programmes have been rolled out in South Africa's most disadvantaged areas, such as Soweto (Johannesburg), KwaZulu-Natal, Limpopo, Mpumalanga and the Eastern Cape provinces.

**c. Please explain why you think the initiative deserves to be recognised by an award (no more than 200 words)**

The *Dikopano* programme is a unique intervention because it brings the issue of data privacy to the attention of marginalised communities who, because of their socio-economic background, would not ordinarily have access to the key officials of the Information Regulator. The programme democratises the opportunity for engagement with the Information Regulator. Without the Dikopano programme the risk will be heightened that data privacy remains a concern for the elite and that the policies of the Information Regulator are influenced only by the views and experiences of those that have easy access to, and resources for engagement with, the Information Regulator.

This initiative is essential in bringing a critical service to communities and is crucial in highlighting the intersectionality between the work of the Information Regulator and the developmental needs of, and public service delivery to, disadvantaged communities.

Through the Dikopano, the Regulator has been able to demonstrate to disadvantaged communities how POPIA can serve as a shield to protecting the privacy rights and protection of their personal information.

**d. Please include a photograph or image, if you wish (This will be published with your entry on the GPA website. The image can be pasted into the box below, be sent as an attachment or a link may be provided)**

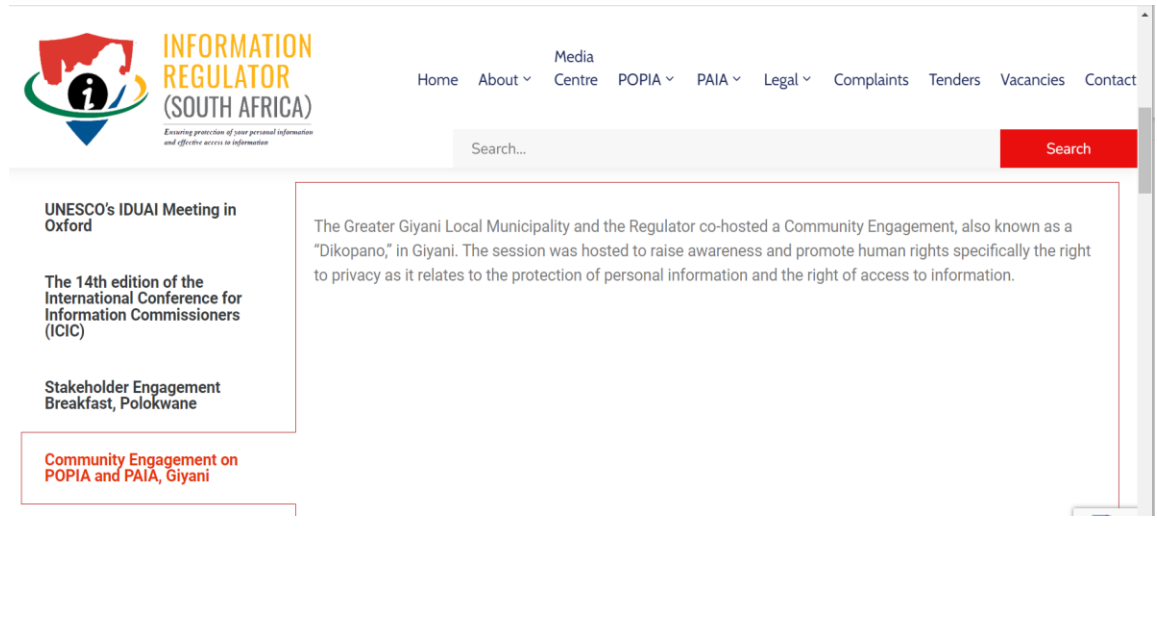






- e. Please provide the most relevant link on the authority’s website to the initiative, if applicable (*The website content does not need to be in English*)

Under the tab “Community Engagement on POPIA and PAIA in Giyani, Limpopo” on the Gallery section of the Information Regulator’s website <https://inforegulator.org.za/gallery/> there is photographic evidence of one of the Dikopano sessions that was held in Limpopo, one of South Africa’s most rural provinces.



- f. Please provide any other relevant links that help explain the initiative or its impact or success (*e.g. links to news reports or articles*):

[Inside Story newsletter articles on the Dikopano programme](#) (*the relevant pages are indicated on the file names*)