

NETWORK DATA AND INFORMATION PRIVACY POLICY



<u>System:</u> Quality Management System	<u>Reference No, Revision No:</u> Q-F-IT-PO-11, Rev1	<u>Originated by:</u> IT Manager
<u>Revision Date:</u> 07.06. 2013	<u>Page No:</u> Page 1 of 5	<u>Authorized by:</u> Managing Director


NETWORK DATA AND INFORMATION PRIVACY POLICY

APPLICABILITY

THIS MANUAL IS A COPY OF NETWORK DATA AND INFORMATION PRIVACY POLICY AS UTILISED BY THE SWAZILAND ELECTRICITY COMPANY. IT IS INTENDED FOR THE PURPOSE OF UTILISATION AND APPLICATION BY CURRENT ACTIVE SWAZILAND ELECTRICITY COMPANY PERSONNEL.

THIS DOCUMENT IS THE PROPERTY OF SWAZILAND ELECTRICITY COMPANY AND IS ISSUED TO THOSE EMPLOYEES REQUIRING IT IN THE EXECUTION OF THEIR DUTIES. ANY OTHER PERSON WHO FINDS THIS DOCUMENT MUST PLEASE SUBMIT IT TO THE SWAZILAND ELECTRICITY COMPANY FOR TRANSMISSION TO:

THE GENERAL MANAGER - FINANCE
SWAZILAND ELECTRICITY COMPANY
PO BOX 258,
MBABANE,
SWAZILAND

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1. Introduction

The Swaziland Electricity Company (SEC) network is owned and operated by Swaziland Electricity Company (SEC) for business, administrative, and research purposes. In the course of normal network operations, some computer systems and network devices automatically generate track and logging data, such as source and destination internet protocol addresses, session times, port numbers, or file sizes. This information may be indicative or directly reflective of business activities and communications that should not be exposed to unauthorized individuals.

2. Purpose

This policy establishes general privacy requirements for information automatically generated by Swaziland Electricity Company (SEC) networked computer systems and network devices, including systems and devices involved in the transmission and storage of voice data. The policy further delimits the conditions under which network data may be disclosed.


3. Coverage

All individuals who use and/or manage Swaziland Electricity Company (SEC) networks or operate networked computing devices.

4. Definitions

4.1 *General Terminology*

- Information Resources (IR)
- Information Services

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5. Policy

It is the general policy of Swaziland Electricity Company (SEC) to treat all network data as private.

6. Exceptions

Information carried or stored over the network may be exposed or disclosed under the following circumstances:

- 6.1 To maintain the integrity and availability of network operations. Swaziland Electricity Company (SEC) may intentionally or inadvertently expose information resources stored on networked machines or transmitted through the network in the following situations:
 - 6.1.1 Network performance monitoring or troubleshooting.
 - 6.1.2 Moving data through the network via automated store-and-forward systems
- 6.2 Copying, archiving, or otherwise preserving portions of messages transmitted over the network in the course of routine network maintenance activities.
- 6.3 In the event that Swaziland Electricity Company (SEC) messages or data files within the network indicate the presence of activities that violate internal policies or law.
- 6.4 In the event of recognized network security threats. Swaziland Electricity Company (SEC) reserves the right to investigate and remediate possible network security threats, including by means of capture, logging, and examination of files, communications, and other traffic and transmissions over or on the network.
- 6.5 In response to a court order.
- 6.6 In the event of a legitimate health or safety emergency.
- 6.7 In pursuit of reasonable business interests, such as fulfillment of partnership agreements.

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6.8 All requests to retrieve and share network information must be submitted to the IT Manager and the General Manager of the section. Such requests include 1) the name and role of the requestor, 2) The reason for the request, in accordance with the principles set forth in this policy, 3) The intended use of the requested data. Any network data intentionally shared with third parties must be sanitized to preserve the anonymity of network users.

7. Enforcement

Violation of the Swaziland Electricity Company (SEC) Network Privacy Policy may result in disciplinary action in terms of the collective agreement , a termination of employment relations in the case of contractors or consultants; dismissal for interns and volunteers; or suspension or expulsion in the case of a student. Additionally, individuals are subject to loss of Swaziland Electricity Company (SEC) Information Resources access privileges, civil, and criminal prosecution.


8. Supporting Documents

This Security Policy is supported by the following policy and laws:

- Q-C-ER-A-02 Recognition Agreement SESMAWU
- Q-C-ER-A-01 Recognition Agreement NESMASA

9. Policy Support Contact

- IT Manager
- General Manager Finance

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10. Amendment

This policy may be amended from time to time at the company's sole discretion, as and when it becomes necessary.