



INFORMATION REGULATOR (SOUTH AFRICA)

*Ensuring protection of your personal information
and effective access to information*

MEDIA STATEMENT

REGULATOR LAUNCHES ONLINE REPORTING PLATFORM FOR SECURITY COMPROMISES

7 APRIL 2025

The Information Regulator (Regulator) calls on responsible parties (public and private bodies) to report security compromises (data breaches) via its online system. The Regulator has established a new Security Compromises Reporting functionality on the eServices portal which as of 01 April 2025, is mandatory for all organisations to report any security compromises using the portal, rather than via email. This is part of the Regulator's ongoing effort to streamline the reporting process and improve the monitoring of security incidents affecting personal information.

The Security Compromises Reporting functionality will be accessible through the eServices portal, which can be found on the Regulator's website at <https://inforegulator.org.za> or directly at <https://eservices.inforegulator.org.za/compromises/default.aspx>

Security Compromises reports are made in terms of section 22(1) of the Protection of Personal Information Act (POPIA) where there are reasonable grounds to believe that the personal information of a data subject has been accessed or acquired by any unauthorised person, the responsible party must notify the Regulator; and subject to subsection (3), the data subject (individual whose personal information relates to or is identified by), unless the identity of such data subject cannot be established.

Additionally, to make this an easy process the Regulator has provided a step-by-step guide on how to register Information Officers (IOs) and submit security compromise reports via the portal which is available on both the eServices portal and the Regulator's website.

For any queries related to the reporting process or the requirement for compliance, contact Mr Dirk Aspeling, Senior Security Compromise Officer - Legal, at DAspeling@inforegulator.org.za. Alternatively, contact the Senior Manager Security Compromise, Ms Joy Alexander, at JAlexander@inforegulator.org.za For technical assistance, contact helpdesk@inforegulator.org.za or call (010) 023 5200.

For media enquiries contact Ms. Nomzamo Zondi on 078 674 2598 or Nzondi@inforegulator.org.za

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