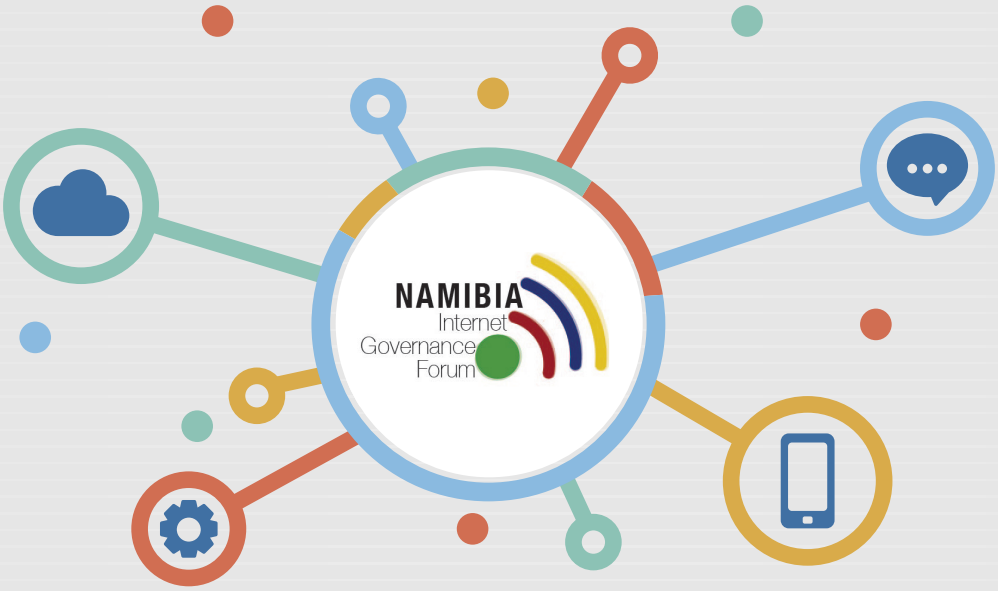

NAMIBIA INTERNET GOVERNANCE FORUM 2019

02-03 OCTOBER

GATEWAY CENTRE, WINDHOEK

REPORT

Internet Society Namibia Chapter

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FOREWORD

We are proud to present the third annual Namibia Internet Governance Forum (NamIGF) Report. Thanks to support provided by various institutions and individuals, we were able to host a successful NamIGF from 02-03 October, in Windhoek, along with a Remote Participation Centre in Swakopmund.

The third NamIGF provided us with an opportunity to discuss internet related issues that directly affect end-users in Namibia, as themes were chosen through a public consultation and voting process. We also had workshop proposals submitted by the Namibia University of Technology (NUST) and the Ministry of Information & Communication Technology (MICT).

This was the last forum organised by the founding NamIGF Working Group, and we hope that the leadership that will take the NamIGF forward will display the same, if not more, commitment towards strengthening the platform and the promotion of internet governance.

A special thank you to all who made a financial contribution to NamIGF 2019, we hope that you will continue to support the forum. These are:

Internet Governance Forum Support Association (IGFSA), Facebook, Green Enterprise Solutions, EU Delegation to Namibia and fesmedia Africa.

We also extend our sincere gratitude to those who made in kind contributions, these are: the MICT, ISOC Namibia Chapter, Namibia Media Trust, the ACTION Coalition and Telecom Namibia.

Furthermore, NamIGF 2019 would not have been a success were it not for the people who chose to share their views and expertise on the chosen subject matters – thank you to all.

In conclusion, the outgoing Working Group cannot be thanked enough for their hard work to establish and grow the NamIGF. We expect that some of the outgoing members will continue to play a role as fulltime members, or in an advisory capacity. The incoming Working Group can rely on our support in ensuring the NamIGF's continuous growth and for it to positively influence internet related policies in Namibia.

Yours sincerely,
Natasha H. Tibinyane
NamIGF Chairperson

DAY ONE 2 OCTOBER 2019

OPENING SESSION

The 2019 Namibia Internet Governance Forum (NamIGF) opened with a brief introduction by the Director of Ceremonies, Tonata Kadhila, and a welcoming note from the outgoing Chairperson Natasha Tibinyane. She observed all protocol and acknowledged the virtual attendance of remote participants in Mondesa, Swakopmund.

Tibinyane then briefly outlined the 2019 main themes which were: Digital Inclusion, The Digital Economy, as well as End User Security and Data Protection. She reported that it was through a public consultation process, which began with a Public Call for Issues, and concluded with an Online Survey, that the main themes and several other topics were identified.

The following are some statistics that emanated from the online surveys:

- With regard to Digital inclusion, 58.8% of participants wanted to know about digital inclusion and human rights; 47.1% about the internet, social media and democracy; and 35.3% about digital technology and initiatives.
- With regard to the Digital economy – 52.9% of participants wanted to know the definition of the digital economy; 52.9% about the digital economy and cyber security; and 41.2% about digital transformation strategies for a robust digital economy.
- With regard to end user security and data protection – 76.5% of participants wanted to know about data privacy; 64.7% about online safety; and 58.8% about social media and data protection.

As outgoing chairperson of the NamIGF, Tibinyane acknowledged the completion of her term of service and noted how she was honoured to have played a role in founding the NamIGF, a platform that will continue to play an active role in shaping the discourse on internet policy in Namibia. She commended the government for submitting a workshop proposal and for being engaged in Internet Governance.

She closed by stating that she hoped for the day's deliberations to be "rich, diverse, democratic and robust", urging participants to take the opportunity to network amongst themselves during the course of the forum.

The industry viewpoint was given by Kehad Snydewel of Green Enterprise Solutions. He began with a demonstrative exercise in which he asked participants to introduce themselves to the next person and tell them their birthday. He then proceeded to point out how that was a potential breach of personal data since most people use some combination of their birthday as a password.

He went on to express the need to "solve African problems with African solutions" and to "think local but go global" with regard to the 4th Industrial Revolution (4IR). Snydewel noted that in order for Namibia to catch the 4th wave of the Industrial Revolution, it is vital to know what the demand is and to provide accordingly. He used the examples Air BnB – the largest accommodation website, despite the fact that it owns no properties; and Uber – the largest transportation network, that owns none of the cars that operate under it. He also expressed the importance of customer feedback, using the example of Nokia that was once the world's leading cell phone brand but has since been toppled by other mobile giants.

He stressed the importance of one's online reputation being a valuable asset and closed by encouraging entrepreneurs to go forth and conquer the internet. He concluded that 570 websites are developed every second, and that it does not have to be perfect at the start, as that is what updates are for.

Deonerica Kuhlman Station Manager of Kuhl FM provided food for thought and served as a practical example for the entrepreneurial tone set by the previous speaker. She gave an outline of why she began Kuhl FM, an online community radio station.
She outlined some of the challenges she faced, as well as how she resolved them. Propelled by a desire to break the status quo and be able to post without regulation, Kuhlman launched the radio station which she operates from a flat at the back of her home. Additionally, she would broadcast on her phone using the free WiFi at the tertiary institution at which she was studying, since she had no home connection. Another example of cost cutting was the utilisation of free software options. Her example also serves to demonstrate the importance and benefits of free internet access.

Furthermore, Kuhlman outlined some of the community level challenges that she discovered when she set upon this journey. These include, low internet speed versus high data costs; and fibre wire installation disparities that favour high cost versus low cost areas. She expressed how she is glad to be able to provide a platform for Namibian artists by sharing content on their behalf on Kuhl FM. She urged not to let challenges and procrastination keep them from beginning something, but instead to just take small steps. Kuhlman closed with further encouragement to promote dialogue with other young artists in order to create entrepreneurial opportunities for oneself by utilising the internet and art together.

The keynote address was given by Hon. Stanley Simataa, the Minister of Information and Communication Technology. Simataa began by addressing the issue raised by Kuhlman about the cost disparities of fibre installations depending on the area. He asserted that he would personally look into the matter. He expressed his delight in the platform that the NamIGF provides, in terms of insight on the range of issues currently faced. He went on to state that the future of ICT is of interest to the ministry, particularly data protection, which he said was central to Namibia's digital agenda.

Some of the issues that he listed as notable frustrations to the efforts of the ministry towards digital inclusion were a lack of digital skills and literacy, particularly among rural communities. He then addressed the major problem of consumerism and the absence of desire for local products. He said that Namibians opt for international brands when there is a locally produced mobile phone, which many know nothing of. He questioned participants about where the data on their international cell phone brands are stored, remarking that data is 'the next most valuable mineral'. He challenged participants to form a desire for local products in order to in turn challenge young innovators, again using the example of a locally produced computer. Simataa highlighted the importance of ensuring the credibility of information, commenting on social media, which 'releases a deluge of un-credible and unverified information'. He also provided a disclaimer, expressing that government does not wish to interfere with the internet, but rather to protect users who are using the internet and social media in the right way from those who are abusing it.

Having stressed that attention should be paid to the security of personal and institutional data, Simataa closed by emphasising the importance of national security, even on a virtual level in the cyber sphere.

> "Promote dialogue with other young artists in order to create entrepreneurial opportunities for oneself by utilising the internet and art together.

SESSION 1:

SOCIAL MEDIA, COMMUNICATION FOR DEVELOPMENT AND DEMOCRACY

This panel discussion was moderated by journalist and poet, Keith Vries, who opened the floor by emphasising the seriousness with which the internet should be regarded. He cited the examples of Libya and Egypt and how the power of the internet has vastly impacted both countries. He outlined that the discussion would centre around "investigating what the lay of the land is in terms of the statistics on how people are engaging on social media and the kind of effect it has in terms of civic participation and the consequences on democracy as a result of participation or non-participation."

Vries then posed the following multi-faceted question to the panel: Is civic participation on the internet a viable way of crafting policies regarding our socioeconomic welfare in the country? Is the government responding to civil outcries on the internet where policies are concerned? Is civil society abusing the platform by unfairly criticising government and institutions?

The panel comprised of Natasja Beyleveld, Executive Director of NaMedia; and Nashillongo Gervasius-Nakale, a Media Lecturer at the University of Namibia.

Beyleveld opened with a reflection on how if Africa is for Africa, then this should be reflected when it comes to finding corporate and government solutions in regard to technology. Her response was equally multifaceted as she posed a few questions of her own including: "How do we start interlinking creative spheres of communication to make sense and to ultimately create engagement? How do social and online media contribute to democracy?" She responded that "we fail to get the right people involved at the right time".

She also remarked on several matters such as how low internet penetration in Namibia is, at 36%. Beyleveld provided social media statistics to cement her concerns, including a focus on Facebook, which has an interactive audience of only 220k, a third of the total number of Namibian Facebook accounts.

She urged Namibians to be responsible for how media and mass communication is regarded, saying it should be seen as "not just a means of broadcasting, but for creating organised platforms of engagement".
"For us to then better engage with a statistically representative sample for a specific Namibian audience, one must consider education, background, access and logistics".

Beyleveld also discussed how politics and economics dominate the agenda of traditional media and "how engagement can only be advocated for once we know what stories are being told, how much prevalence is given to specific stories and who is shaping this agenda".

She concluded by saying that inclusion helps to maintain relational bonds and that the final say should not be up to government, but should rather be a "50/50 strategic partnership to create the platform for minority voices, activists and protestors to get involved in discussion platforms"

Gervasius-Nakale was asked to provide insight on how statistics interact with policy; and what she knows about the relationship between ICT and democracy in Namibia. Are we advancing it through the internet or harming it? Or are we even making an impact, considering the low engagement based on the statistics? She responded that there is a lack of policy in the country, but despite this, as a democracy, "we have managed to thrive in the absence of those policies". So, is there a need for them? She justified this with an example of how freedom of expression, when it is already occurring, does not need to be regulated because the constitution has guaranteed it as a basic human right. She went on to state that what we need to do is to regulate social media offline through what do we do in our homes and community.

Gervasius-Nakale noted that because of the right to free expression, Namibians have been doing great in terms of engaging on national issues.

"This is the kind of engagement we see contributing to democracy, the national agenda and national discourse. All together, such as on Twitter, or Facebook, people are able to engage as themselves, pseudonyms or in groups. Therefore, despite the low statistics, social media does provide a platform for inclusion that allows people to engage and contribute to the discourse. She cited the example of how the Minister of Finance was able to engage in conversations on the country's economy on Twitter. This drove Gervasius-Nakale's point home, that social media helps to bridge the gap between the citizens and policy makers in terms of policy issues and national matters. Therefore, in critique of social media and how we gauge impact, she pointed out that politicians make reference to social media in a way that implies that they are listening to what the public have to say on these platforms.

Vries asked the panellists to share what they regard to be the 'secret ingredients' to effective social media activism, such as #BlackLivesMatter, #PrayForParis, and Namibia's Affirmative Repositioning. Beyleveld's take was that while we cannot suppress anger and emotions that essentially fuel campaigns, there is a need for respect and diplomacy, and to meet each other halfway.

Gervasius-Nakale's sentiment was that

> *"keyboard activism needs to end somewhere; at some point people need to go offline and get involved.*

Vries asked how to get social justice movements going in reality. "What is your industry experience with why things don't take off the ground?" Gervasius-Nakale responded that laws wind up not reflecting our needs due to the lack of inclusion. Beyleveld felt that we are spoilt by instant gratification, noting how that can cause one to wind up in the trap of accidental narcissism. She stressed that it is important to spend time with the people at ground level, as well as to make sure that the cause is relevant to the now.

When asked how to bridge inter-generational gaps between us and our parents in terms of the difference of uses so as to have policies that inform accordingly, Gervasius-Nakale said it is too late to completely bridge the gap – the older generation is not as literate or comfortable with the internet as the younger generation, so they use it as they need it, which tends to be basic needs. She rounded off by saying that the younger generation should assist them, as well as children. Beyleveld responded that it is not a negotiation anymore but a skill that is required in this day: "You need to be a student and as a student, you can't broadcast all the time."

Vries commented on how the attitude between each other offline impacts how we interact online, which again impacts how we interact with each other offline – it is cyclic. As such, continued interaction is necessary.
Elago from Swakopmund posed the following question: What social justice programmes are there for young Namibians?

Gervasius-Nakale responded that, in regard to social justice programmes, there are a number to choose from based on whether it is beneficial to them or their community. She cited the example of the Internet Society (ISOC) Namibia Chapter, which is dedicated to helping people acquire IT skills. A recent project covered four regions, and targeted youth below 35 with the hope to empower them to create content that can be monetised.

To conclude, Vries asked if social media, communication for development, and democracy is a known conversation in the country, and does it influence Namibian politics and policy, granted that there are such a small percentage of people using social media? Beyleveld's closing remark was that the topic is a complimentary tool which people must take the time to listen and learn about, saying "there is a lot of education doing its rounds on social media. Be a listener, and then an influencer." Gervasius-Nakale agreed that it is a complimentary tool. She pointed out that social media has undeniably connected people, enabling the general public to engage, which in turn provides the opportunity for them to dig deeper and acquire more information.

SESSION 2:

THE YOUTH AND INTERNET GOVERNANCE (IG)

Vries began with introductions of the lead discussants, Frieda Nelao Lukas of ISOC Namibia and Emilia Paulus of Namibia Media Trust. He then launched the discussion by asking: what is IG in general? Paulus responded that it is a place where multi stakeholders meet to discuss issues related to the internet, and how it is governed. Additionally, she defined it as a place where young people should be able to contribute to matters being discussed.

Vries asked Lukas what the general attitudes on net usage among the youth are. She stated that no Namibian statistics are available, but that the youth are raising social issues online, however, most discussions end online. Vries asked what some of the main themes the youth are concerned with in regard to online activism. The responses were safety; sexual harassment; youth and elections; and cyber bullying, which causes some of the youth to avoid the internet.

In response to a question on what they think Namibian youth are most concerned about in terms of how people in power understand our interactions online and inter-generational engagement; the discussants noted that internet regulation by government is a concern, because young people wish to express themselves and it may hinder that process. In addition, because of the digital divide, young people are left even more excluded from the discussion. Furthermore, governments are scared of public criticism; their egos tend to be bruised.

Paulus noted that in order for a more conducive environment for free discussion to be created, we have to

> recognise that the internet is complex and, it being a multistakeholder platform, we need to give everyone a voice, especially the youth, and particularly those platforms that affect policy.

It needs to be a free, open, unregulated space because regulation undermines people's views and right to express them.

Vries asked if the internet should be a recognised as a human right; is it a relevant fight? Lukas replied that it depends on issues in the country at large. But, if the internet was accessible and affordable for everyone, service delivery can be greatly improved, for example. Paulus noted that because online and offline are two sides of the same coin, the internet gives a space for people to express and claim their tangible rights.

From the floor, Kadhila noted that it is important to engage the youth in framing the development agenda. We are headed to the 4th IR and if we cannot comprehend the internet now, we will have serious problems with facing artificial intelligence. Locally, we are faced with issue of misinformation, disinformation, and the lack of fact checking, people don't seem to have or know the verification tools. What advice do you have for the youth in terms of using the internet in a profitable way?

Paulus noted that young people need to understand that the rights we have are meant to empower us and when one does not engage respectfully on the internet, or fact check the content we upload, it affects one's reputation. She stressed that it is important to make sure that the information you post is not contributing to misinformation or disinformation. Lukas highlighted that there exists a site called Africa Check, that offers tools on how to verify information before it is shared. Paulus also advised that if you cannot post something that best describes you, then do not post it. She advised that one must align their online and offline personas because "what you say is what you stand for."

A participant wanted to know if there is anyone, possibly the Ministry of Education, that is looking at including digital literacy in the curriculum so that the youth have that at the core of their understanding. Another participant offered the following response: The Ministry of Health has developed a manual for educating children on digital literacy and a curriculum is being added to the Life Skills subject, which is already being implemented in schools.

SESSION 3:

MAPPING THE WAY TOWARDS A NATIONAL DIGITAL STRATEGY

The Ministry of Information & Communication Technology (MICT), with the support of fesmedia Africa, initiated the process of drafting a Digital Strategy that will document the government's position and its strategy for a Digital Namibia. A first step in this process, was the NamIGF workshop "Mapping the way towards a Digital Strategy" to capture some of the early thoughts of NamIGF participants.

The NamIGF workshop used the fishbowl format, affording a fluid platform for multistakeholder dialogue, and enabling participation of the majority participants.

The topic of discussion was: What does a digital strategy mean to you?
The questions and interventions that arose out of the discussion are summarised below:

- We need digital strategy because it would be for Namibia to maximise on the societal and economic benefits that digital transformation offers. However, digital infrastructure, skills, content and security are needed.
- The country needs a roadmap because there is currently nothing shaping the digital sphere in Namibia. It needs to prioritise issue of access, skills, affordability, reliability and availability.
- The world of academia is considering changing Marshall's hierarchy of needs because it has been realised that internet access is a basic need especially in terms of education. Skills are lacking and will continue to lack for as long as access is limited. Additionally, the digital strategy of Namibia should pay attention to making the internet affordable.
- Despite the fact the access could be better, the internet penetration and adaptation is low and as such, should be focused on.
- Let us find Namibian solutions to Namibian challenges otherwise they will be solved by outsiders and opportunities will be taken away.
- Government strategy should have a more subsidised approach in the country. Additionally, private networks (informational and educational) that can be run and dispersed to people on a subsidised strategy should also be regarded.
- How well are local solutions going to integrate into the rest of the world if the internet is supposed to connect us globally? Will our digital strategy alienate us from the rest of the world? Are Namibian policies 4th IR aligned? Additionally, we should raise more awareness and make sure to conscientise citizens on the era we are entering. For instance, there was a case where a child committed suicide due to internet usage and had they been better educated, perhaps their life could have been saved.
- In terms of inclusion, what are we doing as a nation in embracing technology; are we providing children with knowledge on online safety, or are we just providing them to gadgets? Special attention should be paid to children's digital security.
- Is Namibia truly ready for the 4th IR in terms of the cost of digitalisation of the whole country?
- We need a strategy that considers the readiness of the end user. Therefore, we need to prepare the current generation to become better users of the digital system so as to produce an appropriate level of competent users.
- We still do not understand certain concepts like how a debate on the internet can translate into politics, i.e. the effect of digitalisation on democracy and development from a social science perspective. Studying this closely would be helpful for the national strategy.
- We need to localise our digital strategy. i.e. domesticate it so that it responds to our needs.
- The digital strategy should focus on eliminating missed opportunities primarily because Namibia missed several opportunities of the previous Industrial Revolutions. Therefore, the strategy should focus on revisiting the missed opportunities so that a baseline can be created. From an academic point of view, there must be a focus on research. For example, what opportunities were missed and which of the ones we grabbed were unnecessary? Sometimes there is a desire to participate simply due to the fact that others are doing it and in the process, we wind up doing it wrong because it is not necessary. Hence, we should conduct research in order to identify what positively affects us and to separate that from what does not contribute anything to our country.
- When we approach a digital strategy, we need to sector it because each sector will have its own requirements when it comes to digitalisation, e.g. the financial sector.
- One of the most important things to add to the digital strategy checklist is security. There is advocacy for the internet to not be regulated but at the same, it cannot remain completely unchecked. There are numerous infringements on people's privacy and confidentiality online. Therefore our strategy should involve security, especially now that e-commerce is coming on board.
- The strategy should also be deliberate so that we can have people develop content locally. From an academic viewpoint, for instance, you find that we become consumers of other people's content. We should aim to develop content that is produced within the country and focused on the country.

SUMMARISED RECOMMENDATIONS FROM WORKSHOP:

- Understanding – establish a common understanding of what is meant by the 4th Industrial Revelation, digital transformation, and the digital age.
- Stakeholder mapping – ensure that we know who the key players are and ensure that they are engaged in the development of the Digital Strategy.
- Skills Readiness – validate Namibia's current standing, around K12, vocational, and tertiary training, and how aligned they are to the development of the new digital skills.
- Structures – validate existing government structures to see where the execution of the digital strategy should rest, or recommend new structures.
- Policy and Law Mapping – identify the relevant existing policies and laws and identify the gaps.
- Agility – provide insight into how agile Namibia is in adapting to change.
- Infrastructure and finance – identify the key priority areas for investment and financing.
- Jobs of the future – provide an insight into the future looking at the jobs areas that might become obsolete and the new jobs that might arise from digital transformation.
- Global readiness – asses Namibia's general readiness against the rest of the world. E.g. where does Namibia stand on some of the key indicators?

> "The country needs a roadmap because there is currently nothing shaping the digital sphere in Namibia. It needs to prioritise issue of access, skills, affordability, reliability and availability.

SESSION 4:

END USER ONLINE SECURITY AND DATA PROTECTION

Workshop proposed by Namibia University of Science & Technology (NUST) Digital Forensics and Information Security Research Cluster.

This session was in the format of Breakout Group Discussions in which selected groups rotated between different stations, each offering their own set of activities. The main objective of the workshop was to gather data that would enable Namibia to develop policies that would foster: awareness on data protection and privacy in Namibia; a framework for securing cyber security for end users in Namibia; and allow for the contextualisation and mapping of GDPR towards data protection and privacy for end users in Namibia.
Station 1: How can we collaboratively ensure the privacy of citizens?

In this workshop participants were first introduced the topic. A video was then played related to the topic to stimulate participants thoughts on user privacy. Users were then given individual space to write down their thoughts guided by the 2 main questions. In the end the participants were convened to discuss their understanding of the topic.

What do you understand by the term user privacy?

- End user privacy is the protection of an internet user's data and privacy space.
- The right for an individual's information to be kept private if they so wish.
- User privacy is the exclusive right a citizen has or can have over personal data or information

a) Right of access by owners' consent.
b) Right to use by owners' consent.

- It is the right and mandate to have one's personal data made available or used by a third party.
- User privacy can be ways users should have to protect their personal data e.g. if I have data on your web page, there must be procedures and polices to protect my privacy.

What can be done to improve and secure user privacy in Namibia?

- Due to lack of cyber laws nothing can be done; and most of the internet services e.g. social media platforms are not local, therefore Namibians do not have control over them.
- Develop and enforce data protection/privacy laws and policies.
- Develop, implement and enforce regulations for access, use and granting of consent for the use on personal data.
- Develop laws and policies to protect user privacy in Namibia. These laws should stipulate the punishment to those who misuse user privacy.
- Find ways to control the storage of data.
- Awareness of when to provide personal information.
- Laws or policies to ensure protection from those who take advantage of privacy breaches intentionally.
- Promote the notion of not sharing personal information with untrustworthy source.
- Put in place terms and conditions for user consent about personal information to be used by the other parties or for another purpose.

Station 2: How to draw a line between data privacy and data security
The objectives for this session were to:

- Create awareness on data protection and privacy.
- Gather information towards the design of a framework for securing cyber civilians in Namibia.

a) The following were identified as key data privacy issues and concerns among cyber citizens:

- no ownership of content;
- lack of appropriate policies and regulations;
- phishing and theft;
- retention – who keeps my information and for how long;
- stalking;
- Namibians are naïve – they can share information with strangers; and
- most people don't read terms and conditions; they just accept without verifying.

b) The key data security issues and concerns among end users were identified as:

- Medical practitioners and other businesses sharing private information with third parties.
- No punitive measures in place because relevant laws and regulations do not exist.
- There are a lack of systems to protect data.

- How data is stored, protected and accessed by various business entities.

c) Citing personal experiences of respondents and those of others, the most common data privacy and security concerns were identified as:

- Stolen or hijacked social media accounts.
- Stolen ID used to open credit accounts and to apply for cash loans.
- The use a deceased's ID to create ghost accounts.
- Someone was registered as married, but unaware of it.
- ATM cards being cloned.

d) Are local cyber civilians and end users of technofixes sufficiently informed or aware of privacy and data security issues?

- Namibia has no sustainable data and privacy cyber awareness campaigns and strategies. However, a few awareness programs were highlighted, such as:
- Namibia National Cyber Security Competition (NNCS)
- Tech Camp
- ISOC Namibia Workshops
- NBC "good morning Namibia"

e) It was also observed and reported that privacy and data security concerns are not linked to the use of technology alone but also other manual forms of breaches outside the digital world such as:

- Lost IDs and how they are misused for various malicious activities e.g to open a credit account at a retails store is quite common. Stolen and lost IDs have also been reported to be used successfully for job applications.
- Dual IDs. When a lost ID is found and not reported to relevant authorities. There is no quick mechanism for verifying its validity.
- Verbal breaches, e.g. insurance companies disclosing personal and/or confidential information to a third part.

Respondents proposed the following measurable approaches for ensuring the protection of end users' data and privacy:

- A need for cybersecurity awareness and sensitisation.
- A need for digital training on data security and privacy at all levels.
- A need to develop a legal and regulatory cyber security framework for Namibia.

Station 3: What are the responsibility of individuals in protecting personal data?
Objectives:

- Create awareness on what personal data is.
- Create awareness on the importance of protecting personal data and techniques used to protect data.

1. What is Personal Data? Give examples.

- Personal data is data that is meant for the user of the data only. It is data that is not meant to be known by other parties or people because this data may reveal personal details of a person and people may expose or either use this personal data for fraud.
- Data that's private to myself, e.g. health and financial
- Any information that relates to the personal identification of an individual.
- Personal data refers to any information that an individual wishes to keep private, e.g. documents for school, birthday, full name, conversations on social media.
- Personal information that should only be known by an individual or their relatives, e.g. place of residence, medical reports, financials and age
- Personal data is information that is confidential and can only be viewed by trusted entities.

2. What may not be considered personal data? Give examples.

- Data that is known to each and every one or shared online for everyone to use or learn from.
- Data that is for public consumption, e.g. geo-data.
- Any general information

- Employment status.
- Approved reports of entities, e.g. financial and annual reports.

3. Why is it important to protect personal data? Give 3 examples of breaches to personal data.

- This data can be used against a person, people may use your personal data for their own use. Fraud may take place.
- ID theft, unauthorised account transactions, and stalking.
- Identity fraud
- To prevent it from getting misused and to reduce data vulnerability.
- For security purposes to prevent crimes, e.g. electronic transactions crime.

4. What techniques do you know of or use to protect your personal data?

- Password protection.
- Anti-virus applications
- Complex passwords; constant changing of passwords; encryption; laws and policies.
- Not sharing private information with unknown users online and organisations that are not secure.

In summary, the respondents suggested the following practical approach to personal data security responsibilities:

- Awareness on what personal data is, and how to protect it.
- Awareness on the importance of protecting personal data
- Training on techniques that can be used to protect data

SESSION 5:

DEFINING THE DIGITAL ECONOMY – WHAT DOES THE FOURTH INDUSTRIAL REVOLUTION HOLD FOR NAMIBIA?

In this panel discussion, the moderator, Tonata Kadhila asked whether or not Namibia should be buying into the hype of the Fourth Industrial Revolution (4IR), despite of the infrastructural struggles currently being faced. Sepo Lamaswala-Haihambo of Rand Merchant Bank was first to respond in favour of Namibia buying into the hype because it presents opportunities for Namibia and the continent at large. She stated that in previous waves of industrialisation, there were barriers that prevented Africa from participating (and that) the 4IR bridges the gap for us to enter markets with services and products that we may not have been able to do in prior industrialisation models.

Collin Hangula, entrepreneur and ISOC Namibia Vice-President, was of the opinion that while Namibia cannot afford to be left behind by 4IR and should certainly participate, it should be with caution. He expressed his concern for the speed at which technology is advancing, stating that there seems to be no in-between and the only options seem to be either to join in, or fall behind. He also expressed his worry that increased automation will cost people jobs, stating that if man ultimately controls machines, it may be beneficial to slow down advancement and adapt it to our current needs. He argued that technological advancement is perhaps not debated enough.

Peter Deselaers, Deutsche Welle (DW) Akademie's Country Representative, noted that while buying into the 4IR is not optional for Namibia, it is possible to shape it in a way that protects human rights, something that other industrial revolutions have not taken care of. Some of these protective practices proposed were transparency; stabilising economic imbalances through job creation; and making provision for intellectual property rights. He also noted however, that it is important to not lose sight of human ability by trying to make human beings operate at the rapid rate of machines.

Kadhila then asked if the 4IR will enable us to bridge the technological gaps fast enough in order to fully benefit from the envisaged brighter technological and digital future, or will it ultimately condemn Africa, already largely outside the innovative loops that drive and inform the 4IR processes, to perpetual technological backwardness and a growing distance with the rest of the world?

Lamaswala-Haihambo replied that the answer to that question depends on how we respond to the 4IR. She implored that we need to expand the discussion and assess if we are happy, as a sovereign state, to have no input about the fact that our people's data is in the hands of outside service providers on social media platforms.

"Whether or not we are left behind will depend largely on our response and how quick we are to recognise the opportunities that 4IR creates and whether we capitalise on growing them and using them for a purpose. Because if we stall and prolong the debates and take long to get to decisions and implementation of solutions that we agree on, what will happen is that others will move into that space and it will be filled, and we will not be able to define what our role is in that space."

Hangula noted that 4IR makes it glaringly clear that there are a lot of infrastructural gaps in Africa, and that is a serious challenge, but he added that challenges can also be opportunities. He also mentioned that technologically advanced countries provide infrastructural aid to struggling countries in which they identify opportunity.

"So we must ask ourselves, aside from the lack of policies, and infrastructural gaps we have to fill in order to meaningfully take part, who is solving our infrastructural challenges and are we part of this process?"
He also noted that we are in danger of following the undue process taken with regard to our minerals. He lamented that when it comes to the digital sector, when we see a problem, we rush to foreign contractors to solve it for us. This results in us missing out on the opportunity to shape the process to better suit our own needs.
"So, I fear that with 4IR we may do the same and adopt every system out there because that is the latest hype."

He theorised that it is best to pause and carefully make the most informed decision. He remarked that he was glad that a discussion about a national digital strategy is taking place as it allows us to think of the varying aspects involved in this process, and see how it best fits our need.

Deselaers was of the opinion that it depends a lot on whether we manage to create an environment where innovation and local problem solving strives, and that a lot is dependent on whether certain uncertainties can be overcome, such as copyright and how payments are managed. He then proceeded to give a practical example of how he is able to transact online in several Southern African countries, but not in Lesotho. Additionally, how despite several of those

countries offering mobile banking services, they are not integrated. He advised that innovation may help to generate profit which can in turn be generated into infrastructural development. He however acknowledged the challenge of coming to a state of making profit and questioned "whether or not we are able to bridge the gap fast enough so that we do not get into an imbalance between economic and data super powers like Facebook". He expressed the need to give people a chance to catch up, saying that "it means giving people an environment where they can be certain that their intellectual property is respected; where they can easily try things out; be flexible and move forward, and where they might even get certain support to take risks because innovation means risk taking". He raised a vital point about one's social environment playing a monumental role in innovation, noting that being in an environment where one is simply trying to survive and where no one creates the space to catch you if you fall is a deterrent to risk taking.

The next question posed was what infrastructure is lacking? "What do you believe could be a way forward in terms of integrating skills shortage and improving on infrastructure so that we can also hop onto that 4IR? Countries such as Japan are undertaking technological developments that we cannot even begin to imagine in Namibia. What solutions do you have to some of these challenges?

Lamaswala-Haihambo's response was that while it is lacking when compared to a developed country, we must recognise the opportunities that infrastructure creates. An example of this is the use of drones for medication drop-offs to areas that were previously inaccessible. She added that it creates opportunity to have wider reach in terms of education.

Additionally, she posed the following questions; "How can we leverage the technology that is available to move agriculture forward? Can we leverage new technology to educate a broader base of the country? How do we educate people where they are?"

In regard to youth unemployment, Lamaswala-Haihambo cited the example of social media influencers who use their niche to create an income by carving out space for themselves. She expressed that we need a mind-shift in how we do things because, "we are trying to solve tomorrow's challenges with yesterday's thinking". She also stated that we should identify the current gaps and fill them accordingly.

Hangula pointed out that the challenge is not just infrastructural – the low internet penetration rate, at 36%, is a challenge. He also noted that it is unknown how consistent the connection is for this already low rate. He stated that this is a gap that needs to be addressed before we can even consider benefitting from all the different 4IR technologies and concepts. He cited the lack of digital literacy as yet another challenge, pointing out that the discussion would be broader in comparison to what it was if digital literacy rates in the country were high. He commended tertiary institutions with regard to training, but expressed that he was concerned about whether or not students are acquiring technical skills relevant to current issues being discussed.

Deselaers suggested that we should not try to find new problems but rather try to find tools to solve current ones, posing the question of how do we get people to recognise these tools? He highlighted that improved digital literacy could greatly improve various professional sectors and as such, it is important to learn to utilise the new tools that it could provide. He added that 4IR is about understanding how to use the possibilities of digital tools, and how to achieve this is through engaging learners from a young age to understand how that works.

"That enables them to shape it in the sense of not being controlled by it, but rather using it to control business, for instance. He also reiterated the importance of an environment that allows people to innovate.

Reflections from the floor:

- We almost have no choice but to follow prior set examples. We are not initiators.
- Why are we so eager to embrace the 4IR when several issues remain unresolved, e.g. globalisation and digital divides?
- Despite Africa being a supplier of most of the materials that enable technological advancement, we are still left behind.
- We need to take stock of the missed opportunities during the previous revolutions.

Lamaswala Haihambo responded: Yes, but the 4IR evens the field such that we do not have to spend the same amount of money to get to where others have gotten to before. For example, the production value it took to be a singer in the 80's versus now, when artists can self-orchestrate an entire production. The world is watching, e.g. a Christian Dior African print themed fashion show. How do we want African spaces to be defined before it is defined for us? It is good that our market is not understood by the West, but we understand it. Historically, we have played the role of a follower, but this is an opportunity the change the narrative.

Kadhila then posed the question of how best can we go about paving our own way where 4IR is concerned in terms of nationalism? Deselaers' response was that despite the need to shape a national agenda around digitalisation, this should not stop Namibia from forming networks and alliances across borders. He agreed that it is important to cater technology to our specific needs since most of the technology is created outside of Africa, and is not inclusive of language options for instance.

"Algorithms, regulations and the way the system is set up would actually need to learn something different to answer to the problems of the people. That is why it is important to step in now and not let anyone else dictate the national agenda."

He expressed concern on how personal data is mostly handled by major international companies that we are unable to control, which is a safety concern.

Lamaswala-Haihambo added that even though it is a far reach, major corporates ought to provide a service in Namibia which allows us access to the data, particularly for entrepreneurs. She emphasised that even with an internet penetration as low as 36%, such a service would be a game changer for those connected.

Hangula reemphasised that we should not just join without caution. He used the example of Facebook, and how many people flocked to join it, but are now facing the challenge of how they are handling personal data. He drove his point home by again using the example of Facebook and its recent development of crypto currency. He however stated that we cannot afford to not join the 4IR, but should practice caution and conduct thorough research before doing so.

The floor was then opened to questions. The following were some of the questions and responses captured:
How can I pave space for myself on the digital sphere, specifically with the contemporary African demographic which remains largely unrepresented?

Lamaswala Haihambo responded: "You already have identified a niche. It starts with conversations, so conduct focus groups among your friends. Additionally, the cost of going to market with the 4IR is lower, you can achieve scale relatively quickly. You need to get attention; once you get lots of likes then the algorithm recognising that it is trending and then suddenly, everyone is seeing it, you have a big following, and then you can monetise it. We don't need to reinvent the wheel, other people have done it."
What role does self-education play in bringing about and advancing 4IR? What are recommendations would you give government and other stakeholders in terms of education for our children so that they can equally compete within this 4IR economy?

Lamaswala-Haihambo responded that there are several institutions that offer free online education such as MIT, Harvard and Stanford. She also recommended planning a big town hall educational session using overhead projectors to facilitate training, for instance.

"So there are different models to get people to learn that are available. Again, through technology that is available at a significantly cheaper cost."

She concluded that the NamIGF is a good way for creating a space for such conversations to be had.
Deselaers was of the opinion that if teachers are empowered with the necessary knowledge, then learners will have an increased opportunity to be empowered as well. He added that digital literacy should not be regarded separately from other issues. He went on to give examples of how to further digital literacy, particularly with children, by having material such as audio content available to aid the learning process.
Hangula's contribution was that digital literacy should be made a part of formal education and appealed to the necessary stakeholders to make that a reality.

To close off the session, each of the panellists was asked to give their opinion on how to shape the future for Namibia with regard to access. Deselaers responded that more information should be made available and Hangula emphasised the application of information acquired. Lamaswala-Haihambo noted that we need to expand and shift our current mindsets, stating that "the conversation is happening and I don't think we have the luxury of joining the conversation at our level of comfort". She ended by saying that we need to join the conversation where it is and then work it up from there.

> In previous waves of industrialisation, there were barriers that prevented Africa from participating, the 4IR bridges the gap for us to enter markets with services and products that we may not have been able to do in prior industrialisation models.

SESSION 6:

DIGITAL INCLUSION, HUMAN RIGHTS AND HUMAN DEVELOPMENT

Moderated by Keith Vries, the panellists were joined by DW Akademie's Lena Nitsche via remote participation. To the question, "Does digital inclusion equate a human right?" She responded that in regard on digital inclusion, we need to "think beyond tech." She emphasised that access alone is not the answer, because people need more than an internet connection to fully take advantage of online opportunities. "Digital literacy and digital rights are concepts that need to be included in the discussion."

She highlighted that participation "includes the notion of active citizens who are able to share their own lives in their societies for the better."

She highlighted five areas that need to be included in the digital inclusion discussion, these are:

1. Access – in regard to penetration, affordability and equality on the internet.
2. Digital rights.
3. Free media and journalism.
4. An equal society that includes gender equality and digital literacy.
5. Innovation, in terms of any special technologies available in the country

Nitsche concluded that In terms of digital inclusion, it is time to change the power dynamic. She noted that it is not just tools and devices, but also skills, such as media and communication literacy, digital rights and other social factors, that determine participation, and (that) each of these components need to be developed. (for the quote remove "that")

"Technology is not a right in itself, but it does compliment other existing rights such as freedom of expression." Using her local experience on human rights work, Linda Baumann of the Namibia Diverse Women's Association commented that it is important for us to reflect that digital inclusion and digital rights extend from various existing foundational rights, including freedom of expression, the extended right of being and also extending this to right of information. She stated that we as people therefore have these foundational rights that allow them to be fully included in digital advancement.

"The discussion of digital inclusion stems from access to information and once we have that framework in place, then you would have the right to information because there is a legal framework."

She recommended that the existing legal framework should be used in conjunction with the diverse Namibian cultures to make the Namibian internet user experience as inclusive as possible. She expressed some issues, including "What are we defending when we talk about digital inclusion? Also, where does digital inclusion stem from?" she went on to question whether the disadvantaged are being considered in this discussion of digital inclusion and human rights, stating that there is a gap to be filled even before we can have the discussion.

What does digital inclusion look like from your perspective? This question was posed to Paul Rowney, of My Digital Bridge, who was the third panellist in the discussion. He began by reiterating everyone's right to be digitally included, even though a vast amount of the population remain excluded. He pointed out that only 50% of the world is connected and that being connected does not guarantee inclusion; for instance, only 20% of rural coverage is utilised in Namibia.

"Human rights should be written into everything as a full thought, not as an afterthought. We have a tendency to exclude human rights from most conversations, most of our acts and most of our policies." He expressed the importance of the protection of human rights being included in the national digital strategy first and foremost, not as an afterthought. He added that it is a problem that the internet, which has been declared a

human right since 2012, is still unavailable to a large proportion of the Namibia population in 2019. Rowney also added that having a centralised approach to everything may be a part of the problem, stating that if we want to create a more digitalised society, we need to start doing things differently.

"We need to change the way we engage. We need to allow communities to drive their own community networks." Rowney recommended Namibia should support community networks that would allow for increased connectivity, suggesting that we should digitally connect those disconnected communities by allowing them to use low-cost technologies. He described a digitally connected society as one where everyone has access, whether or not they choose to utilise it; and that people are literate when they do come online. He ended by saying that we need to create a safe environment for our citizens to become members of this new digitally inclusive society.

Vries then asked Nitsche what a digitally inclusive society looks like from the perspective of the work that DW Akademie does. She that a digitally inclusive society means people have the ability and right to access the internet safely and securely, and to use the internet as active citizens to speak out for their rights. Nitsche added that a facet of digital inclusion is that digitalisation should not accelerate existing problems. It should not create more discrimination, or be a tool that is abused by people in power. She expressed that technology needs to be applied firmly, and that it is sometimes not the right tool to solve societal problems.
When asked if digital inclusion might create better access to our first and second tier rights if we had better internet access, taking into consideration the way several countries have a bad record of upholding human rights, Baumann was of the opinion that digital inclusion is a rather far-fetched approach in some countries, Namibia included. This is due to the fact that digital rights and access to information is a huge challenge already, coupled with a lack of a legal framework and a seeming inability to hold the state accountable. She gave her sentiments on how a general lack of knowledge among people is part of the problem where digital inclusion is concerned.

"I feel, as a society, it is important for us to understand that when I'm connected, do I have the skill to advance my connectivity in the space, as well as permission to give me the right to navigate the digital world?"

Baumann then reiterated how Namibia needs a legal framework to help keep the state accountable, "in order to ensure that citizens have the right to information". She added that it is also necessary to hold citizens accountable with how they use the internet and making sure that their use is responsible. However, seeing as the advocacy for this, and the human rights work has not yet been placed, which puts us a few steps backwards.

Vries then asked Baumann to expound on the legal framework, to which she responded, "We do not have legislation on the right to access to information, that has a great impact on how things are being run right now." She added that citizens themselves are not crying out; activists are.

When asked what his advice was on how to bridge the divide between merely being online and having the skillset to harness opportunities that come with 4IR, Rowney mentioned that he is involved in various projects around Africa associated with making internet more accessible and affordable. He addressed the issue of data expiring and how that presents a problem mostly to those who cannot afford to allow unused data to expire, while those who can afford to, do not necessarily care. Rowney stated that it is 88 times more costly to buy data in low units as opposed to in bulk. Therefore, affordability of data is a major issue. Additionally, he placed emphasis on the fact that the youth are quiet about this when it will affect them the most, since they are the future.

Nitsche noted that technology should guide the way for innovation, which should be human-centred, and that people should participate in the development process.

Baumann noted that in the communities where she does basic media literacy training, there is no understanding around how communication works. She said smartphones are all the hype, but are not even being utilised to their fullest capacity in most cases due to a lack of literacy. She touched on various issues surrounding connectivity, literacy and usage levels including matters around user safety and data protection.

In closing, Vries posed the following multi-faceted question: "Do you think digital inclusion will strengthen human rights and personal development, or do you first need to strengthen human rights; which comes first?"
Rowney responded that human rights come first and that they should not be compromised because you're becoming digitally included.

Baumann's response was that it is important to note that human rights should run parallel to any kind of framework being crafted. She concluded that it is important for us to strengthen our understanding of communication, as well as to enhance human rights.

Rowney concluded that digital inclusion means to be inclusive and not exclusive, otherwise it would all be pointless. "We all need to have capable access to the internet, and we all need to be literate on how to use it, and we all need to benefit from it".

He reiterated previous remarks around inclusivity, the 4IR, and the importance of innovation. Nitsche expressed that we should not detach digital inclusion and access from other social policies, it should be equal and should encompass human rights. Additionally, she mentioned the importance of end-user online safety, and concluded that policies need to hold all necessary parties accountable where the internet is concerned.

> it is not just tools and devices, but also skills, such as media and communication literacy, digital rights and other social factors, that determine participation, and each of these components need to be developed.

DAY TWO 3 OCTOBER 2019

The second day of the NamIGF was dedicated to addressing the administrative aspect of the forum, and was facilitated by Patrick Sam.

Below are some of the recorded opinions on what is needed to promote Internet Governance and the NamIGF in Namibia:

- The NamIGF's impact on public policy should be measured.
- Accountability
- Relevant policy making
- Increased public participation
- A Digital Strategy
- Multilingual content
- Visibility

Citizen participation is one of the highest success measures of an Internet Governance Forum, so where is the deficit?

- The lack of capacity.
- People do not know they have a voice.
- Limited stakeholder engagement.
- Low public participation
- People cannot make meaningful contributions to what they do not understand. There is symbolic posturing as opposed to meaningful engagement.
- The structure of the NamIGF is a weakness because it is lacking capacity to effectively run operations.

An activity was undertaken during this session in which groups were formed and asked to construct a problem tree and then an objective tree. Below is the information captured with one of the groups:
PROBLEM TREE

Natasha Tibinyane delivered the 2019 Report on the operations of the NamIGF. Highlights were:

- The NamIGF Constitution was adopted on 10 April. The keynote speaker was the Deputy Minister of ICT Engelbrecht Nawatiseb.
- The public Nomination Process for new Working Group Members initiated on 16 April, but was subsequently put on hold.
- The signing of a MoU with ISOC Namibia was postponed to after NamIGF 2019.
- Two Working Group members attended the Policy & Regulation Initiative for Digital Africa (PRIDA) IG Training of Trainers in Ethiopia in June.
- Tibinyane represented SADC at the West Africa IGF in The Gambia in July.

Below are the recommendations collected from the participants at the end of the forum about all the sessions that were conducted:

SOCIAL MEDIA, COMMUNICATION FOR DEVELOPMENT AND DEMOCRACY

- Digital Campaigns
- Constant consistent content.
- Educate in an interesting manner.
- Promote digital literacy.
- CSO involvement in internet related initiatives.
- Multistakeholder collaboration
- Education on social media and freedom.
- Increased use of social media platforms to reach the youth – e.g. Instagram.
- Targeted messages
- Relevant topics
- Awareness
- Connectivity for the unconnected.
- Recognition of individual contribution.
- Identification of communication channels.
- Bridging the communication divide between age groups.
- Capacity building
- Rural participation
- Multilingual approach
- Creation of online platforms for interaction and the comparison of ideas.
- Awareness about social media abuse.
- Discourage misinformation and disinformation on social media.
- Create attractive invitations.

THE YOUTH AND INTERNET GOVERNANCE

- Engage them about IG on social media
- Introduce programs and workshops to raise awareness on IG.
- Involve them in the planning and execution.
- Capacity building
- Youth body on internet governance
- Teach IG as part of digital literacy in school curriculum.
- Approach the Ministry of youth to be a NamIGF stakeholder.
- Compulsory participation for those from recognised institutions.
- Engagement with student leaders.
- Proper marketing to youth.
- Establish a fun approach to IG.
- Highlight importance of IG.
- Consistent messaging to the youth on their potential impact on IG.
- Make their voice count in policy making

MAPPING THE WAY TOWARDS A NATIONAL DIGITAL STRATEGY

- Involve all demographics in the planning
- Identify industry experts
- Focus groups
- Broad consultation

- Affordable, accessible, reliable and secure internet.
- Inclusive participation
- Identification of critical areas that can be impacted by digitalisation.
- Collaborated policing of internet
- Build national expertise.
- Inviting and engaging stakeholders from media institutions.
- Inclusive messaging in indigenous languages.
- Studying and mastering a technology before moving on.
- Home-grown as opposed to imported strategies.
- Critical mass.
- Create awareness
- Build capacity and know how.
- Understand the dynamics.
- Digital literacy
- End consumerism – develop our own.
- Send teams to train in rural areas
- Develop a multi-sectional digital strategy.
- Secure funding for activities.
- Education must align with digitalisation.
- Enabling policies
- Civilian participation

END USER ONLINE SECURITY AND DATA PROTECTION

- Identify and educate the masses on policies and laws about data protection.
- Multistakeholder approach in developing awareness.
- Legal and policy framework.
- Include data protection and security in National Digital Literacy program.
- Educate parents on how to ensure their children's safety online.
- Implement a Data Protection Act.
- Public Awareness Campaigns on data protection and safety.

DEFINING THE DIGITAL ECONOMY - WHAT DOES THE FOURTH INDUSTRIAL REVOLUTION HOLD FOR NAMIBIA

- Identify the different mediums, platforms and opportunities for digital entrepreneurship.
- Educate the youth on possibilities.
- Awareness of what opportunities the digital economy provides.
- The 4th IR needs to be factored into education curriculum.
- Create digital services
- Digital Literacy
- Digital inclusion
-

DIGITAL INCLUSION, HUMAN RIGHTS AND HUMAN DEVELOPMENT

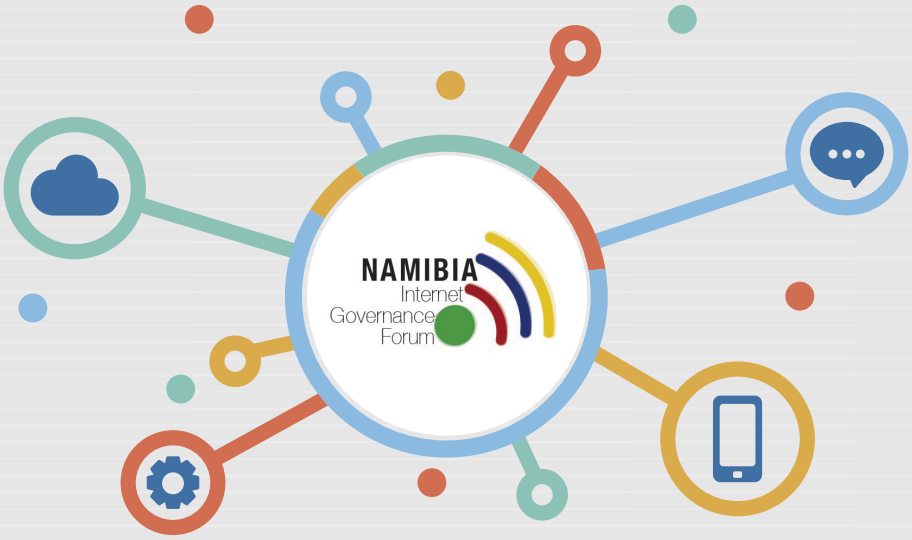
- Use the internet to engage the masses on social issues.
- Digital literacy
- Ensure everyone has access
- Capacity building
- Distinction between digital rights and human rights.
- Multistakeholder participation
- Promotion of community networks to connect the unconnected.
- Ensuring that online services do not discriminate.
- Cyber-crime - we need to be protected online
- Legal and Policy Framework
- Think human rights first.
- Affordable Internet
- Advocacy on digital rights

Tibinyane concluded the 2019 NamIGF by thanking all who participated, as well as service providers, and in particular the outgoing Working Group members for their volunteerism and commitment towards promoting Internet Governance in Namibia.

FINANCIAL REPORT

NAMIBIA INTERNET GOVERNANCE FORUM (NAMIGF) FINANCIAL REPORT FOR THE YEAR THAT ENDED 31 DECEMBER 2019: (IN NAMIBIA DOLLARS – N$)

2019 OPENING BALANCE	**38,374.00**
2019 EXPENSES	
NamIGF 2018 Bags	4,000.00
Constitution Adoption, 10 April:	
Catering	5000.00
Director of Ceremonies	1000.00
NamIGF 2019:	
Branding & Social Media	7,750.00
Remote Participation Centre	5,250.00
T-Shirts	1,250.05
Volunteers	1,600.00
Printing	2,047.00
Coordinator	6,000.00
Outdoor Networking Space	3,198.00
Moderator	2,000.00
Director of Ceremonies	6,000.00
Facilitator – Day 2	5,000.00
Rapporteur	10,000.00
ISOC Namibia Chapter:	
Administration Fee	15,100.73
TOTAL EXPENSES	**75,195.78**
2019 INCOME	
IGFSA	29,294.14
Facebook	36,425.00
Green Enterprise Solutions	50,000.00
EU Delegation to Namibia	8,241.55
fesmedia Africa (paid directly to service provider)	32,200.00
DIRECT INCOME	**123,960.69**
CURRENT BALANCE	
Income (Includes Opening Balance)	162,334.69
Expenses	75,195.78
TOTAL	**87,138.91**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