GAUTENG PROVINCE
e-GOVERNMENT
REPUBLIC OF SOUTH AFRICA

MEDIA STATEMENT

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Gauteng e-Panic Button: A Lifeline for Township Communities, Built on Trust, Privacy and Safety

The Gauteng Provincial Department of e-Government is encouraging residents across the province to download and use the Gauteng e-Panic Button, an innovative public safety solution designed to provide rapid access to emergency assistance while ensuring the protection and security of users' personal information.

Whilst the department recently experienced an attempted data breach, it was swiftly identified and resolved without compromising any citizens' personal information. The incident involved a specialised organisation with advanced expertise in cybersecurity testing and vulnerability identification.

MEC for e-Government Research and Development, Mr Bonginkosi Dhlamini said the department's technical teams engaged directly with the organisation to address and close the identified vulnerabilities, and corrective measures were implemented promptly.

"It is important to note that this was carried out by a highly specialised organisation with the expertise and tools required to conduct such advanced testing. This is not something that can be replicated by an average IT practitioner. As part of our commitment to continuous improvement, we have requested further testing to verify that all security requirements have been fully met. Incidents such as these provide valuable opportunities to strengthen our systems and ensure that government data remains secure and protected," said Dhlamini.

The Gauteng e-Panic Button represents government's commitment to using technology to improve the lives of residents, particularly those living in townships and underserved communities. Unlike many private emergency response applications, the Gauteng e-Panic Button has been developed with a strong focus on addressing the safety challenges faced by township residents, ensuring that technology serves communities that need it the most.

The application enables users to alert emergency response teams quickly during incidents of crime, medical emergencies, gender-based violence, fires and other life-threatening situations. By leveraging

modern digital technologies, the platform helps connect citizens to assistance when every second counts.

The Department wishes to assure all residents that the safety and confidentiality of their personal information remains a priority. The system incorporates security measures designed to protect user information and ensure that data is used solely for emergency response and service-related purposes.

Residents can trust that their personal details are handled responsibly, in accordance with applicable laws and government standards relating to the protection of personal information. Information collected through the platform is intended to support emergency response services and improve public safety outcomes.

"The success of the Gauteng e-Panic Button depends on public trust. We want residents to know that their information is protected and that the platform exists to serve and safeguard communities. The application has been designed to help people access assistance quickly while ensuring their privacy is respected," said Dhlamini.
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The Gauteng e-Panic Button is distinguished by its focus on township communities, where many residents often face barriers in accessing traditional safety and emergency services. The platform seeks to bridge this gap by bringing emergency support closer to residents through technology that is accessible, easy to use and responsive to community needs.
By placing a powerful safety tool directly into the hands of citizens, government is helping to build safer, smarter and more connected communities across Gauteng.

Panic Button Achievements

- Active Users - 288 307
- Total call outs – 114 414
- Citizens assisted – 27 929
- Lives saved – 12,051
- Average response – 00:15:57
- Crimes reported – 59 394

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Issued by Gauteng Department of e-Government.
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