

# Ipsos (Pty) Ltd



## PAIA Manual

Prepared and compiled on 2025-03-21 in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (as amended) in respect of Ipsos (Pty) Ltd.

**Registration number:** 2004/000532/07

**Update:** 2025-03-21

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## **1. INTRODUCTION**

Ipsos (Pty) Ltd is an independent market research company which ranks third among global research companies. We use market research as one of the primary means to understand contemporary society.

## **2. THE ACT**

The Promotion of Access to Information Act, No. 2 of 2000 (“The Act” or “PAIA”) was enacted on 3 February 2000, giving effect to the right of access to any information held by Government, as well as any information held by another person who is required for the exercising or protection of any rights. This right is entrenched in the Bill of Rights in the Constitution of South Africa. Where a request is made in terms of The Act, the body to which the request is made is not obliged to release the information, except where The Act expressly provides that the information may or must be released. The Act sets out the requisite procedural issues attached to such request.

## **3. PURPOSE OF THE MANUAL**

**In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of The Act in order for them to exercise their rights in relation to public and private bodies.**

Section 9 of The Act, however, recognises that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to –

- limitations aimed at the reasonable protection of privacy;
- commercial confidentiality; and
- effective, efficient and good governance;

and in a manner that balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

**This PAIA Manual assists you to –**

- 3.1 check the categories of records held by Ipsos (Pty) Ltd which are available without a person having to submit a formal PAIA request;
- 3.2 have a sufficient understanding of how to make a request for access to a record of Ipsos (Pty) Ltd, by providing a description of the subjects on which Ipsos (Pty) Ltd holds records and the categories of records held on each subject;
- 3.3 know the description of the records of Ipsos (Pty) Ltd which are available in accordance with any other legislation;
- 3.4 access all the relevant contact details of the Information Officer and Deputy Information Officer(s) who will assist you with the records you intend to access;
- 3.5 know the description of the guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it;
- 3.6 know if Ipsos (Pty) Ltd processes personal information and the purpose of processing of personal information;
- 3.7 know the description of the categories of data subjects and the information or categories of information relating thereto;
- 3.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9 know if Ipsos (Pty) Ltd plans to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 3.10 know whether Ipsos (Pty) Ltd has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

#### **4. CONTACT DETAILS:**

Information Officer : Nicholas Robert Coates

Postal Address : PO Box 213, Pinegowrie, 2123

Physical Address : Thirty Twenty One, Block B, 3021 Winnie Mandela Drive, Bryanston, Gauteng, 2191

Telephone No. : +27 11 709 7800

E-mail : [dpo.southafrica@ipsos.com](mailto:dpo.southafrica@ipsos.com) and [annemarie.deraay@ipsos.com](mailto:annemarie.deraay@ipsos.com)

Deputy Information Officer : Annemarié de Raay

#### **GENERAL INFORMATION:**

Name of Private Body : Ipsos (Pty) Ltd

Registration No. : 2004/000532/07

Postal Address : PO Box 213, Pinegowrie, 2123

Physical Address : Thirty Twenty One, Block B, 3021 Winnie Mandela Drive, Bryanston, Gauteng, 2191

Telephone No. : +27 11 709 7800

E-mail : [dpo.southafrica@ipsos.com](mailto:dpo.southafrica@ipsos.com) and [annemarie.deraay@ipsos.com](mailto:annemarie.deraay@ipsos.com)

Website : <https://www.ipsos.com/en-za>

## **5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE**

- 5.1. The Regulator has, in terms of Section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 5.2. The Guide is available in each of the official languages and in braille.
- 5.3. The aforesaid Guide contains the description of –
  - 5.3.1. the objects of PAIA and POPIA;
  - 5.3.2. the postal and street addresses, phone and fax numbers and, if available, electronic mail address of –
    - 5.3.2.1 the Information Officer of every public body, and
    - 5.3.2.2 every Deputy Information Officer of every public and private body designated in terms of Section 17(1) of PAIA and Section 56 of POPIA;
  - 5.3.3 the manner and form of a request for –
    - 5.3.3.1 access to a record of a public body contemplated in Section 11 of PAIA; and
    - 5.3.3.2 access to a record of a private body contemplated in Section 50 of PAIA;
  - 5.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
  - 5.3.5 the assistance available from the Information Regulator in terms of PAIA and POPIA;
  - 5.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner

of lodging –

5.3.6.1 an internal appeal;

5.3.6.2 a complaint to the Regulator; and

5.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

5.3.7 the provisions of Sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

5.3.8 the provisions of Sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

5.3.9 the notices issued in terms of Sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and

5.3.10 the regulations made in terms of Section 92 of PAIA.

5.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

5.5 The Guide can also be obtained –

5.5.1 upon request to the Information Officer; or

5.5.2 from the website of the Information Regulator  
(<https://infoeregulator.org.za/>).

5.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours –

5.6.1. Afrikaans & English

## 6. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

Category of records	Types of Records	Availability
Product / Service information	Information relating to our services, service offerings and products	Freely available
Public-facing policies and notices	Privacy notice, terms and conditions, PAIA manual	Freely available
Company Records	Company incorporation documents, bank account confirmation, BBBEE verification certificate, tax compliance verification, company profile, letter of good standing	Available upon request

## 7. RECORDS OF THE PRIVATE BODY

This clause serves as a reference to the records that Ipsos (Pty) Ltd holds in order to facilitate a request in terms of The Act.

It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

Subjects on which the body holds records	Categories of records
<b>These include, but are not limited to the below:</b>	
Incorporation documents and records	<ul style="list-style-type: none"><li>- Directors/Member/Shareholder information</li><li>- Minutes of meetings</li><li>- Records relating to the appointment of auditors, directors, prescribed officers, public officers, company secretary</li></ul>

Human resources	<ul style="list-style-type: none"> <li>- HR policies and procedures</li> <li>- Employee records – contact information, job history, and performance evaluations</li> <li>- Payroll records – documentation of employee compensation, and tax deductions</li> <li>- Benefits data – participation in health insurance, retirement plans, and other employee benefits</li> <li>- Training and development records – certificates and documentation of employee training courses and development programmes</li> <li>- Attendance and leave records – logs and records detailing employee attendance, annual leave, study leave, sick leave, and other absences</li> <li>- Compliance and legal documents – documentation ensuring compliance with labour laws and regulations, such as workplace safety measures or anti-discrimination policies</li> <li>- Recruitment and hiring records – résumés, interview notes, job postings, and hiring decision logs</li> <li>- Employment equity plan</li> </ul>
Operational documents and records	<ul style="list-style-type: none"> <li>- Strategic planning documents and operational guidelines</li> <li>- Written service specification</li> <li>- Client database and relevant information</li> <li>- Client relationship management records and data</li> <li>- Company profile</li> <li>- Sales records</li> <li>- Research participant records and compliance documentation</li> <li>- Client profiles and service engagement records</li> <li>- Operational details of research studies</li> <li>- Standard Operating Procedures (SOPs) and Procedure Instructions (PIs)</li> <li>- Process flowcharts and manuals for operational processes, delineating steps and responsibilities</li> <li>- Maintenance records pertaining to equipment and facilities</li> <li>- Asset registers</li> </ul>

	<ul style="list-style-type: none"> <li>- Procurement records – purchase orders, supplier contracts, and other documents related to acquiring goods and services</li> <li>- Vendor and supplier agreements</li> <li>- Quality control reports</li> <li>- Documentation of internal and external communications pertinent to operations</li> </ul>
Research documents and records	<p><b>Consumer Insights</b></p> <ul style="list-style-type: none"> <li>- Surveys and Polls</li> <li>- Focus Group Findings</li> <li>- Behavioural Analysis</li> </ul> <p><b>Public Affairs and Policy</b></p> <ul style="list-style-type: none"> <li>- Opinion Polls on Social and Political Issues</li> <li>- Government and Policy Research</li> <li>- Global Advisor Reports</li> </ul> <p><b>Marketing and Branding</b></p> <ul style="list-style-type: none"> <li>- Brand Health Tracking</li> <li>- Market Segmentation Studies</li> <li>- Advertising Effectiveness Reports</li> </ul> <p><b>Employee Research</b></p> <ul style="list-style-type: none"> <li>- Employee Satisfaction Surveys</li> <li>- Organisational Culture Assessments</li> </ul> <p><b>Media and Communication</b></p> <ul style="list-style-type: none"> <li>- Media Consumption Patterns</li> <li>- Communication Impact Studies</li> </ul>
Financial records	<p><b>General</b></p> <ol style="list-style-type: none"> <li>1. Taxation compliances <ul style="list-style-type: none"> <li>- VAT records</li> <li>- Tax records</li> <li>- PAYE records</li> <li>- UIF records</li> <li>- SDL records</li> </ul> </li> <li>2. Financial reports <ul style="list-style-type: none"> <li>- Management accounts</li> <li>- Audited financial statements</li> </ul> </li> <li>3. Insurance <ul style="list-style-type: none"> <li>- Insurance documentation</li> </ul> </li> </ol> <p><b>Operating Systems</b></p> <ol style="list-style-type: none"> <li>1. Transactional documents <ul style="list-style-type: none"> <li>- Tax invoices</li> </ul> </li> </ol>

	<ul style="list-style-type: none"> <li>- Quotes</li> <li>- Debit notes</li> <li>- Credit notes</li> <li>- Accounts receivable and payable</li> <li>- Bank account records</li> </ul>
	2. Financial statements and forecasts <ul style="list-style-type: none"> <li>- Weekly/monthly/quarterly/annual statements</li> <li>- Budgeting and forecasting records</li> </ul>
	3. Asset and liability management <ul style="list-style-type: none"> <li>- Asset and liability registers</li> </ul>

## 8. RECORDS REQUIRED IN TERMS OF LEGISLATION

Records are kept in accordance with legislation applicable to Ipsos (Pty) Ltd, which includes but is not limited to, the following –

- Basic Conditions of Employment Act No. 75 of 1997;
- Broad-Based Black Economic Empowerment Act No. 53 of 2003;
- Businesses Act, No. 71 of 1991;
- Children's Act No. 38 of 2005;
- Companies Act No. 71 of 2008;
- Compensation of Occupational Injuries and Diseases Act No. 130 of 1993;
- Constitution of the Republic of South Africa 1996;
- Consumer Protection Act, No. 68 of 2008;
- Copyright Act, No. 98 of 1978;
- Currency and Exchanges Act, No. 09 of 1933;
- Customs and Exercise Act No. 91 of 1964;
- Cybercrimes Act No. 19 of 2020;
- Disclosure of Protected Information Act No. 26 of 2000;
- Electronic Communications Act, No. 36 of 2005;
- Electronic Communications and Transaction Act No. 25 of 2002;
- Employment Equity Act No. 55 of 1998;
- Financial Intelligence Centre Act No 38 of 2001;
- Identification Act No. 68 of 1997;
- Income Tax Act No. 58 of 1962;
- Intellectual Property Laws Amendment Act, 38 of 1997 as amended;
- Labour Relations Act No. 66 of 1995;
- National Credit Act No. 34 of 2005;
- National Minimum Wage Act, No. 09 of 2018;
- Nonprofit Organisations Act, No. 71 of 1997;

- Occupational Health and Safety Act No. 85 of 1993;
- Prevention of Organised Crime Act No. 121 of 1998;
- Promotion of Access to Information Act No. 2 of 2000;
- Protection of Personal Information Act No. 4 of 2013;
- Revenue Laws Second Amendment Act. No. 61 of 2008;
- Skills Development Act, No. 97 of 1998;
- Skills Development Levies Act No. 9 of 1999;
- South African Schools Act, No. 84 of 1996
- Tax Administration Act, No. 28 of 2011;
- Taxation Laws Amendment Act No. 7 of 2010;
- Unemployment Contributions Act No. 63 of 2001;
- Unemployment Insurance Act No. 30 of 1966;
- Value Added Tax Act No. 89 of 1991.

Although we have used our best endeavours to supply a list of applicable legislations, it is possible that this list may be incomplete. If a requester believes that a right of access to a record exists in terms of other legislation listed above or any other legislation, the Requester is required to indicate what legislative right the request is based on. Reference to the above-mentioned legislation shall include subsequent amendments and secondary legislation to such legislation.

## **9. PROCESSING OF PERSONAL INFORMATION**

### **9.1 Purpose of Processing Personal Information**

We may process personal information for various reasons, including but not limited to the following:

1. Communication and Engagement:
  - For communication purposes
  - To manage information, products, and/or services requested by data subjects
2. Research and Analysis:
  - For research and statistical analysis purposes
  - To conduct market or satisfaction research
3. Human Resources and Payroll:
  - For employment and payroll purposes
4. Administrative and Operational Functions:
  - For general administration and operational functions

5. Legal and Compliance Obligations:

- For legal, contractual, financial, and/or tax purposes
- Compliance with statutory, legal, regulatory, and/or other obligations and requirements

6. Health, Safety, and Security:

- Health and safety purposes
- For the detection and prevention of fraud, crime, money laundering, or other malpractice

7. Audit and Record Keeping:

- For audit and record-keeping purposes
- In connection with legal proceedings

8. Customer Relationship Management:

- To improve customer service and support
- Personalising user experience

9. Security and Risk Management:

- Protecting company assets and personal information

10. Marketing and Promotions:

- To send promotional content
- To conduct personalised marketing campaigns

**9.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto**

Categories of Data Subjects	Personal Information that may be processed
Participants to studies	These include, but are not limited to the following: <ul style="list-style-type: none"><li>- Full name and surname</li><li>- Identity number</li><li>- Physical, postal and e-mail address</li><li>- Contact numbers (home, work, mobile)</li><li>- Marital status</li><li>- Number of dependents</li><li>- Occupation</li><li>- Age</li></ul>

	<ul style="list-style-type: none"> <li>- Gender</li> <li>- Marital status</li> <li>- Family details</li> <li>- Geographical information</li> <li>- Occupation</li> <li>- Job title</li> <li>- Employment history</li> <li>- Information on consumer behaviour, purchasing habits, and preferences</li> <li>- Education history and qualifications</li> <li>- Income levels, lifestyle indicators, and socio-economic status</li> <li>- Answers provided during surveys or interviews, voice recordings, and comments</li> <li>- IP addresses, cookies, or device identifiers</li> </ul>
Suppliers / Service providers	<p>These include, but are not limited to the following:</p> <ul style="list-style-type: none"> <li>- Entity name</li> <li>- Entity registration number</li> <li>- Entity registered address</li> <li>- Entity VAT number</li> <li>- Full name and surname of entity representative</li> <li>- Names, phone numbers, and email addresses of key contacts</li> <li>- Physical, postal and e-mail address</li> <li>- Banking details</li> <li>- Income tax details</li> <li>- Qualifications, certifications, or expertise specifics necessary for service provision</li> <li>- Records or evaluations related to the delivery and performance of services provided</li> </ul>

Employees	<p>These include, but are not limited to the following:</p> <ul style="list-style-type: none"> <li>- Full name and surname</li> <li>- Date of birth</li> <li>- Identity number</li> <li>- Employee number</li> <li>- Personal and work physical, postal and e-mail address</li> <li>- Contact numbers (home, work, mobile)</li> <li>- Gender</li> <li>- Nationality</li> <li>- Race</li> <li>- Marital status</li> <li>- Next of kin details</li> <li>- Dependents' information</li> <li>- Banking details</li> <li>- PAYE information</li> <li>- UIF information</li> <li>- Job roles and titles</li> <li>- Work history</li> <li>- Performance evaluations</li> <li>- Salary information</li> <li>- Information related to health insurance</li> <li>- Information related to retirement plans</li> <li>- Information related to other employee benefits</li> <li>- Academic qualifications and certifications</li> <li>- Previous work experience</li> <li>- Records of attendance</li> <li>- Leave records, including annual leave, sick leave, study leave and other absences</li> <li>- Relevant health information necessary for workplace safety compliance and accommodations if needed</li> </ul>
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Clients	<p>These include, but are not limited to the following:</p> <ul style="list-style-type: none"> <li>- Entity name</li> <li>- Entity registration number</li> <li>- Entity registered address</li> <li>- Entity VAT number</li> <li>- Full name and surname of entity representative</li> <li>- Names, phone numbers and email addresses of entity representatives</li> <li>- Physical, postal and e-mail address</li> <li>- Industry sector</li> <li>- Banking details</li> <li>- Director/member information</li> <li>- Financial information, billing information and payment details</li> <li>- History of interactions and feedback for improving service delivery</li> <li>- Information provided during interactions or studies relevant to Ipsos's research services</li> </ul>
Directors and Shareholders	<p>These include, but are not limited to the following:</p> <ul style="list-style-type: none"> <li>- Full name and surname</li> <li>- Identity number</li> <li>- Date of birth</li> <li>- Director ID</li> <li>- Personal and business physical and postal addresses, phone numbers and email addresses</li> <li>- Qualifications</li> <li>- Career history</li> <li>- Professional affiliations</li> <li>- Information about directorships</li> <li>- Details about shareholdings, remuneration packages and financial disclosures as per legal requirements</li> <li>- Information related to legal compliance, governance activities, and decision-making processes</li> <li>- Board meeting records, attendance records, participation in committees, and minutes from board meetings</li> <li>- Other information required for reporting purposes</li> </ul>

### 9.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of Personal Information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identification Information	South African Police Service, Internal departments, legal and regulatory authorities, and auditors for identity verification, criminal checks and compliance purposes
Contact Information	Internal departments, external service providers for relevant communication, and legal authorities if required
Financial Information	Internal finance teams, external service providers for payment processing, regulatory authorities for compliance, and any organisation or person used to collect payments and recover debts or to provide a service on Ipsos' behalf
Qualifications	South African Qualifications Authority, Internal HR departments and external agencies and auditors for qualification verifications
Professional and Employment Information	Internal HR departments and external auditors for employment verification and compliance checks
Performance and Evaluation Data	Internal management, HR departments, and consultants for performance appraisals and development purposes
Health and Safety Information	Health and safety officers, regulatory authorities, and emergency services when necessary
Contractual Information	Legal representatives and clients for contractual adherence and performance matters

#### **9.4 Planned transborder flows of personal information**

Should it become necessary to transfer personal information to another country for any lawful purposes, we will ensure that anyone to whom we pass personal information is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection and the third party agrees to treat that personal information with the same level of protection as we are obliged under POPIA.

#### **9.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information**

Our security policies and procedures include, but are not limited to, the following measures:

- Physical security: Implementing strict access controls to protect facilities and equipment
- Computer and network security: Utilising firewalls, intrusion detection systems, and monitoring tools
- Access to personal information: Ensuring that access is restricted and based on necessity
- Security in contracting out activities or functions: Maintaining stringent requirements when outsourcing
- Data encryption: Encrypting data both during transmission and while stored to protect sensitive information
- Retention and disposal of information: Following protocols for secure retention and destruction of data
- Regular security audits: Conducting periodic internal and external assessments to improve security
- Acceptable usage of personal information: Defining clear guidelines for handling personal data
- Governance and regulatory compliance: Adhering to legal and regulatory requirements
- Monitoring access and usage of personal information: Continuously tracking and reviewing data access patterns
- Incident response procedure: Establishing plans to effectively manage and mitigate security incidents
- Employee training: Providing regular training on data protection and cybersecurity best practices
- Third-party security obligations: Ensuring partners adhere to security and confidentiality obligations

- Multi-factor authentication (MFA): Implementing MFA for secure access to systems and data
- End-point protection: Using antivirus and anti-malware software on all devices
- Data minimisation and anonymisation: Applying principles to minimise data risk and protect identity
- Regular backups and disaster recovery: Executing frequent backups and maintaining recovery plans
- Vendor risk management: Monitoring and evaluating third-party compliance with security standards
- Equal protection commitment: Guaranteeing that personal information shared with third parties is protected to the same standard that we uphold

## **10. REQUEST PROCEDURE FOR OBTAINING INFORMATION**

### **Access to records held by Ipsos (Pty) Ltd**

Records held by Ipsos (Pty) Ltd may be accessed by request only once the prerequisites for access have been met.

The requester must fulfil the prerequisites for access in terms of The Act, including the payment of a requested access fee.

The requester must comply with all the procedural requirements contained in The Act relating to the request for access to a record.

The requester must complete the prescribed Form 2 (Annexure B) and submit same as well as payment of a request fee and a deposit, if applicable, to the Information Officer at the postal or physical address, fax number or electronic mail address as stated herein.

The prescribed form must be filled in with enough particulars to at least enable the Information Officer to identify –

- The record or records requested;
- The identity of the requester,
- Which form of access is required, if the request is granted;
- The postal address or fax number or email address of the requester.

The requester must state that they require the information in order to exercise or protect a right and clearly state what the nature of the right to be exercised or protected is. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

Ipsos (Pty) Ltd will process the request within 30 days, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above time periods are not complied with.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Information Officer.

If an individual is unable to complete the prescribed Form because of illiteracy or disability, such a person may make the request orally.

## **11. FEES**

When the Information Officer receives the request, such Officer shall, by notice, require the requester to pay the prescribed request fee (if any), before any further processing of the request.

If the search for the record has been made in the preparation of the record for disclosure, including arrangements to make it available in the requested form, and it requires more than the hours prescribed in the regulation for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

The Information Officer shall withhold a record until the requester has paid the Fees as indicated.

A requester, whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the requested form.

If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

The fees applicable to a request for information are set out in Annexure A hereto.

The requester must pay the prescribed fee before any further processing can take place.

## **12. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION**

The main grounds for Ipsos (Pty) Ltd to refuse a request for information relates to the:

- Mandatory protection of the privacy of a third party that is a natural person that would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of the commercial information of a third party, if the record contains:
  - o Trade secrets of that third party;
  - o Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party;
  - o Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- Mandatory protection of confidential information of the protection of property;
- Mandatory protection of records that would be regarded as privileged in legal proceedings;
- The commercial activities of Ipsos (Pty) Ltd which may include:
  - o Trade secrets of Ipsos (Pty) Ltd;
  - o Financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of Ipsos (Pty) Ltd;
  - o Information which, if disclosed could put Ipsos (Pty) Ltd at a disadvantage in negotiations or commercial competition;
  - o A computer program, owned by Ipsos (Pty) Ltd and protected by copyright.
- The research information of Ipsos (Pty) Ltd or a third party, if its disclosure would reveal the identity of Ipsos (Pty) Ltd, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

Requests for information that are clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources shall be refused.

## **13. DECISION**

Ipsos (Pty) Ltd will within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

The 30-day period within which Ipsos (Pty) Ltd has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information held at another office of Ipsos (Pty) Ltd and the information cannot reasonably be obtained within the original 30-day period. Ipsos (Pty) Ltd will notify the requester in writing should an extension be sought.

#### **AVAILABILITY OF THE MANUAL**

The manual of Ipsos (Pty) Ltd is available at the premises of Ipsos (Pty) Ltd as well as on the website of Ipsos (Pty) Ltd.

Signed by: \_\_\_\_\_

A handwritten signature in black ink, consisting of a large, stylized 'I' followed by a loop and a horizontal stroke.

Date: 24 March 2025

## ANNEXURE A:

The table below sets out the fees applicable to any request for a record of information held by Ipsos (Pty) Ltd.

<b>Item</b>	<b>Description</b>	<b>Amount</b>
1.	The request fee payable by every requester	R 140.00
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof
3.	Printed copy of A4-size page	R 2.00 per page or part thereof
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00  R 40.00 R 60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced
6.	For a copy of visual images	Will depend on quotation from service provider.
7.	Transcription of an audio record, per A4-size page	R 24.00
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00  R 40.00 R 60.00
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00  R 435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

## ANNEXURE B: FORM 2

### REQUEST FOR ACCESS TO RECORD

[Regulation 7]

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

**TO:** The Information Officer

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
(Address)

E-mail address: \_\_\_\_\_

Fax number: \_\_\_\_\_

Mark with an "X"

- ☐ Request is made in my own name      ☐ Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
	Tel. (B):		Facsi mile:

Contact Numbers	Cellular:	
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Full names of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel.(B)		Facsimile	
	Cellular			

<p align="center"><b>PARTICULARS OF RECORD REQUESTED</b></p> <p><i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>				
--	--	--	--	--

Description of record or relevant part of the record:	
Reference number, if available	

Any further particulars of record	

<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
<b>FORM OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

<b>MANNER OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	

Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	

### PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

*If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*

Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

### FEES

a)	A request fee must be paid before the request will be considered.
b)	You will be notified of the amount of the access fee to be paid.
c)	The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
d)	If you qualify for exemption of the payment of any fee, please state the reason for exemption
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

**FOR OFFICIAL USE**

Reference number:	
Request received by: (State Rank, Name and Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

\_\_\_\_\_  
**Signature of Information Officer**

## ANNEXURE B: FORM 3

### OUTCOME OF REQUEST AND FEES PAYABLE

[Regulation 8]

Note:

1. If your request is granted the—  
(a) amount of the deposit, (if any), is payable before your request is processed; and  
(b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number:

\_\_\_\_\_

TO:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

#### 1. You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure A.	
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OR

#### 2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form )	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive(including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

**3. To be submitted:**

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:


**4. Fees payable with regard to your request:**

<b>Item</b>	<b>Description</b>	<b>Amount</b>	<b>Number of pages/ items</b>	<b>Total</b>
1.	The request fee payable by every requester	R 140.00		
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof		
3.	Printed copy of A4-size page	R 2.00 per page or part thereof		
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00  R 40.00 R 60.00		
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.		
6.	For a copy of visual images			
7.	Transcription of an audio record, per A4-size page	R 24.00		
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00  R 40.00 R 60.00		
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and	R 145.00		

	preparation. Not to exceed a total cost of	R 435.00		
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.		
11.	Postage, email or any other electronic transfer	Actual expense, if any.		
	<b><u>TOTAL:</u></b>			

**5. Deposit payable (if search exceeds six hours):**

☐

Yes

☐

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank:

\_\_\_\_\_

Name of account holder:

\_\_\_\_\_

Type of account:

\_\_\_\_\_

Account number:

\_\_\_\_\_

Branch Code:

\_\_\_\_\_

Reference No.:

\_\_\_\_\_

Submit proof of payment to:

\_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_

Information officer