

Ipsos (Pty) Ltd Privacy Notice

Contents

1.	Introduction	1
2.	Who we are.....	2
3.	What is personal information.....	2
4.	What information do we collect, and how do we use your information	2
5.	How we get the personal information	2
6.	How will we use the information you provide	3
7.	How we share your information	3
8.	When will we process your personal information	3
9.	How we store your personal information	3
10.	Legal disclosures	4
11.	Your rights and obligations.....	4
12.	Other important information.....	5
12.1	Security	5
12.2	Transborder information transfers	5
13.	Contact information.....	5
14.	Changes to our privacy policy	6

1. Introduction

In this document, references to: "**IPSOS (Pty) Ltd**", "we", "us", or "the Group" are to **IPSOS (Pty) Ltd** and its subsidiary companies.

IPSOS (Pty) Ltd recognises its accountability in terms of the Protection of Personal Information Act (hereinafter referred to as **POPIA**), other privacy protection legislation, together with its regulations to all its employees. **IPSOS (Pty) Ltd** needs to collect personal information from its employees to carry out its business.

To maintain a trust relationship with our Stakeholders, we are committed to complying with both the spirit and the letter of POPIA, other privacy protection legislation, and to always act with due skill, care, and diligence when dealing with personal information.

2. Who we are

Ipsos (Pty) Ltd, commonly known as Ipsos, is a company registered in South Africa and is part of the Ipsos Worldwide Group of companies.

3. What is personal information

Personal Information according to POPIA, means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to –

- a. Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person;
- b. Information relating to the education or the medical, financial, criminal, or employment history of the person;
- c. Any identifying number, symbol, e-mail address, telephone number, location information, online identifier, or other particular assignment to the person;
- d. The biometric information of the person;
- e. The personal opinions, views, or preferences of the person;
- f. Correspondence sent by the person that would reveal the contents of the original correspondence;
- g. The views or opinions of another individual about the person; and
- h. The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

4. What information do we collect, and how do we use your information

We collect information on usage of our website using cookies and/or sessions. We also collect any contact details including your name, contact number and email address you may provide when contacting us by email on this website. We collect and process your personal information mainly to contact you for the purposes of understanding your requirements and delivering services accordingly.

5. How we get the personal information

You directly provide us with most of the personal information we process.

- The information will be collected directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.
- Information collected will be provided to us by you when using the “contact us” facilities on this website where we will have access to your name, surname, email address and contact details.
- Information provided will be regarding services provided at Ipsos (Pty) Ltd.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Website usage information may be collected using “cookies” which allows us to collect standard internet visitor usage information.

6. How will we use the information you provide

- We will use your personal information only for the purposes for which it was collected and agreed with you.
- Personal information such as contact details will be obtained in order for Ipsos (Pty) Ltd to contact you regarding any enquiries made relating to and not limited to the services we provide.
- We may also use your phone and email contact details to provide you with further information about events that may be of interest and the services we provide. You can unsubscribe from further marketing contacts by following the unsubscribe instructions provided in that communication.

7. How we share your information

- We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.
- Information is shared with relevant departments to deal with the enquiry. Each department ensures strict confidentiality, security and privacy are maintained.
- We may also disclose your information:
 - Where we have a duty or a right to disclose in terms of law or industry codes;
 - Where we believe it is necessary to protect our rights.

8. When will we process your personal information

We will only process your personal information for lawful purposes relating to our business if the following circumstances apply:

- You have **consented** thereto;
- a person legally authorised by you, or a court, has **consented** thereto;
- It is necessary to conclude or perform under a **contract** we have with you;
- The **law** requires or permits it;
- It is required to protect or pursue your, our, or a third party's legitimate interest; and/or
- You are a child, and a competent person (such as a parent or guardian) has consented thereto on your behalf.

9. How we store your personal information

We take very seriously our responsibilities to keep your personal information secure. As such we take every reasonable precaution to ensure your information is protected from loss, theft or misuse. These precautions include appropriate physical security of our offices, controlled access to computer systems, and use of secure, encrypted internet connections when collecting personal information.

As part of our commitment to the security of your information, Ipsos has regular internal and external audits of its information security and is certified to be compliant with the requirements of the International Standards for Information Security ISO 27001 and Market, Opinion and Social Research ISO 20252.

We keep your information for as long as the information is used and at least 1 (one) year thereafter, should the information become obsolete. We will then dispose your information securely when no longer required. The information will be disposed of correctly in line with the company's Data Destruction Policy as well as applicable legislation, ensuring the proper destruction and removal of data in such a way that it will no longer be accessible or retrievable.

10. Legal disclosures

We may need to share your information when we believe it is required by law, legal process or to help protect the rights and safety of you, us, or others. We attempt to notify members about legal demands for their data when appropriate in our judgment unless prohibited by law or court order or when the request is an emergency. We may dispute such demands when we believe, at our discretion, that the requests are overbroad, vague, or lack proper authority, but we do not promise to challenge every demand.

11. Your rights and obligations

Data Retention:

We keep most of your personal information while we still have a purpose, we need to provide you with services or where we are legally obligated to do so.

We will also keep your information where you have agreed for us to do so, or have given your consent that we are allowed to do so.

You have rights in connection with your personal information. You have many choices about how your information is collected, used, and shared.

In certain circumstances, by law, you have the right to:

- **Request access to your information:** You will be able to ask us what information we have about you as well as ask for a copy of this information. This should be done on request to dpo.southafrica@ipsos.com. There are some exemptions, which means you may not always receive all the information we process. When we can give you a copy it might be done at a certain fee, which will also be communicated to you at the time of your query.
- **Change or correct information:** You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Delete information:** You can ask us to delete or remove personal information under certain circumstances.
- **Object to processing:** You can do this where we are relying on your legitimate interest, public interest, or our legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your data for direct marketing purposes or

where you have given your consent for the specific processing and you want to retract your consent. Retracting your consent does not invalidate the information we lawfully processed while we had your consent to do so.

- **Request the restriction of processing:** You can ask us to suspend the processing of personal data about you, for example, if you want us to establish its accuracy or the reason for processing it.

Please contact us at dpo.southafrica@ipsos.com if you wish to make a request.

12. Other important information

12.1 Security

We have put in place appropriate security measures to prevent your data from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal information on a business need-to-know basis, and subject to a duty of confidentiality.

12.2 Transborder information transfers

We do not share any of the information you provide to us on our website across borders.

However, should it become necessary to transfer personal information to another country for any lawful purposes, we will ensure that anyone to whom it 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.

13. Contact information

Information Officer

Nicholas Robert Coates

Deputy Information Officer

Annemarié de Raay

Address: 3021 Winnie Mandela Drive, Bryanston, Johannesburg, 2191

Phone Number: 27117097800

E-mail: dpo.southafrica@ipsos.com

The Information Regulator

If you have any concerns about our use of your personal information, you may make a complaint to us at dpo.southafrica@ipsos.com.

If you have any complaints, we will appreciate if you give us an opportunity to resolve any issue first, by contacting us as set out above. However, you have the right to lodge a complaint with the South African Information Regulator if you are unhappy with how we have used your information.



Their contact details are as follows:

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

Complaints email: PAIAcomplaints@inforegulator.org.za

General enquiries email: enquiries@inforegulator.org.za

14. Changes to our privacy policy

Changes to the privacy notice apply to your use of our services. We may modify this privacy notice from time to time, as required by changes in legislation. When material changes are made, we will provide notice through our services, or by other means, to provide you the opportunity to review the changes before they become effective.

You acknowledge that your continued use of our services after we publish our changes to this privacy notice means that the collection, use, and sharing of your personal information is subject to the updated privacy notice. Our privacy notice was last updated on the 26th of March 2025.