

Ipsos (Pty) Ltd Privacy Notice

Introduction

This Privacy Notice explains how Ipsos (Pty) Ltd obtains, uses and discloses your personal information in accordance with the requirements of the Protection of Personal Information Act (“POPIA”).

At Ipsos (Pty) Ltd we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

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.

The type of personal information we collect

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.

How we get the personal information and what we use it for

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.

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.

Sharing your information

- We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.



- Information is shared with relevant departments to deal with the enquiry. Each department ensures strict confidentiality, security and privacy are maintained.

When will we process your personal information

In terms of the Protection of Personal Information Act (POPIA), the justification grounds on which we base our processing consist of the following:

- The data subject or a competent person where the data subject is a child **consents** to the processing. Kindly note that you have the right to withdraw your consent.
- The processing is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party.
- The processing complies with an **obligation** imposed by law on the business.
- The processing protects a **legitimate** interest of the data subject.
- The processing is necessary for the proper performance of a **public law** duty by the business.
- The processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied.

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, Market, Opinion and Social Research ISO 20252, and Quality Management ISO 9001.

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.

Your data protection rights

- You are entitled to access your personal data by sending a written request to dpo.southafrica@ipsos.com. We may charge you a fee for this service as set out in terms of Condition 8 of POPIA.
- You may also request Ipsos (Pty) Ltd to correct or supplement any of your personal data which Ipsos (Pty) Ltd will undertake as soon as practicable.
- You are also entitled to request the destruction of your personal data. Annemarié de Raay, our Information Officer, and Violet Mapani, our Deputy Information Officer, will consider your request in the light of any other laws or regulations prohibiting Ipsos (Pty) Ltd from destroying your personal information.



You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

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

Contact details:

Information Officer

Name: Annemarié de Raay

Address: Buildings 3 & 4 Prism Business Park, Ruby Close, Fourways, 2055

Phone Number: 27 11 7097800

E-mail: dpo.southafrica@ipsos.com

Deputy Information Officer

Name: Violet Mapani

Address: Buildings 3 & 4 Prism Business Park, Ruby Close, Fourways, 2055

Phone Number: 27 11 7097800

E-mail: dpo.southafrica@ipsos.com

How to complain

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. You are, however, always entitled to contact the Information Regulator if you are unhappy with how we have used your information.

Their contact details are as follows:

The Information Regulator (South Africa)

33 Hoofd Street
Forum III, 3rd Floor Braampark
PO Box 31533
Braamfontein, Johannesburg, 2017

Complaints email: complaints.IR@justice.gov.za

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this webpage. Our privacy notice was last updated on the 3rd of August 2021.