



## **IDC PAIA AND ACCESS TO INFORMATION MANUAL** **("Manual")**

### **1. INTRODUCTION**

- 1.1 This Manual is prepared by International Data Corporation ("**IDC**"), in compliance with Section 51 of the Promotion of Access to Information Act, 2 of 2000 ("**PAIA**") and Regulation 4(c) of Protection of Personal Information Act, 2013 ("**POPIA**"). The Manual may be reviewed and updated periodically. Any amendments will be reflected in the revised version of the Manual and made available on the IDC website and other means as requested in Section 51(3) of PAIA.
- 1.2 This Manual applies exclusively to IDC Research Austral Africa (Pty) Ltd. ("**IDC SA**"). PAIA provides that a person may only request information if it is required for the exercise or protection of a right. Information will therefore not be provided unless a person provides sufficient details to enable IDC SA to identify the right the requester is seeking to protect, and an explanation of why the requested information is required for the protection of that right.
- 1.3 This Manual, among other things:
  - Assists members of the public to verify the nature of the records which IDC SA holds and provides the contact details of the relevant personnel at IDC SA who will assist with requests; and
  - Sets out the procedure that must be followed by a member of the public when requesting access to information or documents from IDC SA as contemplated in PAIA and in POPIA.
- 1.4 It is important to note that reference to any information or records in this Manual does not create any contractual or other right or entitlement to receive such information. Requests for information and the right to access information must be in accordance with the provisions of PAIA and POPIA, where relevant.

### **2. CONTACT DETAILS**

- 2.1 In compliance with Section 51(1)(a) of PAIA, the contact details of IDC SA for the purposes of PAIA requests are as follows:

<b>Name of private body:</b>	IDC Research Austral Africa (Pty) Ltd.
<b>Head of private body:</b>	Mark Walker
<b>Postal and Street Address:</b>	Unit 2 Block B, Willow Wood Office Park, 220 3rd Street, Chartwell, 2191, Johannesburg, South Africa
<b>Phone number:</b>	+2711517324
<b>Information Officer's email address:</b>	<a href="mailto:privacy@idc.com">privacy@idc.com</a>

### **3. AVAILABILITY OF THE MANUAL**

- 3.1 This Manual is, in accordance with Section 51(3) of PAIA, available:
  - On IDC's website ([www.idc.com/about/privacy/southafrica](http://www.idc.com/about/privacy/southafrica)),
  - For public inspection during normal business hours at the offices of IDC SA located at the street address above,
  - To any person upon request and upon payment of a reasonable amount, or
  - To the Information Regulator upon request.

#### 4. THE PAIA GUIDE

- 4.1 The South African Human Rights Commission compiled the “*Guide on How to Use the Promotion of Access to Information Act 2 of 2000, as amended*” (the “**PAIA Guide**”) in accordance with Section 10 of PAIA. The PAIA Guide is designed as a tool to assist any person wishing to exercise any right contemplated in PAIA, and a data subject to access their personal information in terms of section 23 of POPIA.
- 4.2 The PAIA Guide is updated and made available by the Information Regulator. It is available in all of the official languages. The PAIA Guide can be accessed in the following ways:
- In hard copy for inspection at the offices of the South African Human Rights Commission, located at Sentinel House, Sunnyside Office Park, 32 Princess of Wales Terrace, Parktown, Johannesburg, South Africa;
  - Electronically on the South African Human Rights Commission website: ([www.sahrc.org.za](http://www.sahrc.org.za));
  - Electronically on the Information Regulator’s website: ([https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English\\_20210905.pdf](https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf)).

- 4.3 Please direct any queries about the PAIA Guide to:

<b>Information Regulator:</b>	Research and Documentation Department
<b>Physical and Postal address:</b>	Woodmead North Office Park, 54 Maxwell Dr, Woodmead, Johannesburg, 2191
<b>Telephone number:</b>	+ 27 010 023 5200
<b>Website:</b>	<a href="https://inforegulator.org.za/">https://inforegulator.org.za/</a>
<b>E-mail (general enquiries)</b>	<a href="mailto:enquiries@inforegulator.org.za">enquiries@inforegulator.org.za</a>

#### 5. PROCEDURE FOR OBTAINING ACCESS TO INFORMATION

- 5.1 In accordance with PAIA Regulation 7, a request for access to information must be made in the prescribed form - Form 2 of Annexure A of the PAIA Regulations (“**PAIA Form 2**”). For your convenience, we attach a copy of PAIA Form 2 to this Manual. PAIA Form 2 can also be found at the following page on the Information Regulator’s website (<https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf>).
- 5.2 The request for access to information must be submitted to the Information Officer using the email address indicated in Section 2 of this Manual. Please add PAIA Request in the subject line. All required text fields in PAIA Form 2 must be completed in full and in a legible manner. The PAIA Form 2 (as well as any additional pages attached thereto) must be signed by the person submitting the form i.e. the requester.
- 5.3 If the submitted PAIA Form 2 contains all information necessary, the Information Officer will notify the requester within 30 days of receipt whether the request is granted or refused, and, where applicable, provide a fee estimate for processing the request. Some fees are payable before the request can be processed. Please refer below for information about prescribed fees.

#### 6. PRESCRIBED FEES

*Note: The following applies to requests under PAIA and POPIA.*

- 6.1 A requester is required to pay the prescribed fees as set out in Annexure B of the PAIA Regulations, 2021 (as amended) before a request will be processed.

- 6.2 The Information Officer to whom a request for access is made shall by notice require the requester to pay the prescribed request fee (if any), before further processing the request.
- 6.3 If the preparation of the record requested requires more than the prescribed hours (six hours), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted).
- 6.4 A requester may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- 6.5 Records may be withheld until all fees have been paid.
- 6.6 Reproduction fees may be levied at the discretion of IDC SA in accordance with reproduction costs, preparation and time required to search and prepare disclosures. IDC SA will provide requesters with a written estimate of the fee before providing the services.

## 7. CATEGORIES OF RECORDS HELD BY IDC SA

*Note: The list below is not exhaustive. Public information available on IDC websites and public corporate documents are automatically available without having to submit a formal request to access such information pursuant to PAIA.*

### 7.1 IDC Website

The IDC Website ([www.idc.com](http://www.idc.com)), accessible to anyone with access to internet, has the following categories of documents and information, among others:

- IDC Group profile (including directors, and management),
- Operational structure (IDC Offices),
- IDC Privacy Policy, including a South African Addendum covering obligations under POPIA,
- IDG Environmental Policy,
- Media (press releases),
- Other.

### 7.2 Description of Categories of Records Held

The documents/information listed in the table below pertain to the day-to-day management of the business of IDC SA. It is recorded that access to the documents listed in the table below may be protected by privacy or the grounds of refusal set out in PAIA. All requests for access to such information will be evaluated on a case-by-case basis in accordance with the provisions of PAIA and other applicable legislation.

Department:	Categories of documents / information
Administration	<ul style="list-style-type: none"> <li>• Suppliers</li> <li>• Debtors and creditors</li> <li>• Insurance policies</li> <li>• Lease agreements</li> <li>• General correspondence</li> </ul>

Department:	Categories of documents / information
Finance	<ul style="list-style-type: none"> <li>• Invoices</li> <li>• Credit/debit notes</li> <li>• Journals, ledgers &amp; balance sheets</li> <li>• Income statements</li> <li>• Trial balance statements</li> <li>• Cash flow statements</li> <li>• Tax invoices</li> <li>• Auditors report</li> <li>• General correspondence</li> </ul>
Legal	<ul style="list-style-type: none"> <li>• Contracts / agreements</li> <li>• Litigation records</li> <li>• Administration of legislation</li> <li>• General correspondence</li> </ul>
Regulatory	<ul style="list-style-type: none"> <li>• Agreements</li> <li>• Regulatory submissions</li> <li>• General correspondence</li> </ul>
Marketing	<ul style="list-style-type: none"> <li>• Development of new products</li> <li>• Advertising</li> <li>• General correspondence</li> </ul>
Customer Support	<ul style="list-style-type: none"> <li>• Customer complaints/queries</li> <li>• Customer liaison</li> <li>• Compliment records</li> <li>• General correspondence</li> </ul>

## 8. POPIA

- 8.1 Purposes of processing of personal data, categories of data subjects and personal data, recipients of personal data, transborder data flows and general description of information security measures are described in the IDC Privacy Policy ([www.idc.com/about/privacy](http://www.idc.com/about/privacy)), as supplemented by the Country-Specific Privacy Addendum for South Africa ([www.idc.com/about/privacy/southafrica](http://www.idc.com/about/privacy/southafrica)). Additional information is also available in the IDC Cookie Policy ([www.idc.com/about/cookies](http://www.idc.com/about/cookies)).
- 8.2 Section 23(1) of POPIA (read with section 53 of PAIA), provides that a data subject has the right to request confirmation from a responsible party (e.g., IDC SA) whether the responsible party holds personal information about them. Such confirmation is provided free of charge. However, the data subject must first provide adequate proof of their identity before such confirmation may be provided.
- 8.3 In terms of section 23(2) of POPIA, a data subject may request from the responsible party a copy of the record or a description of their personal information held by the responsible party. For such requests, in accordance with section 25 of POPIA, data subjects must use PAIA Form 2 (a copy of which is attached to this manual). For guidance regarding how to complete PAIA Form 2 refer to Section 5 of this Manual. Alternatively, you may contact us via the email address set out in Section 2 of this Manual. For information about prescribed fees payable for information requested, see Section 6 of this Manual.
- 8.4 Please note that the correct completion and submission of the PAIA Form 2 or a query via our email does not automatically entitle or allow the requester access to the requested record. An



application for access to a record in terms of section 23 of POPIA is subject to certain limitations if the requested record falls within a category as specified in section 23(4)(a) of the POPIA read with Part 3 Chapter 4 of PAIA. Take note further that if it is reasonably suspected that a requester has obtained access to a record based on the submission of materially incorrect, false or misleading information, legal proceedings may be instituted against such requester.

*This Manual was last updated on 12 August 2025.*

**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

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



Postal Address	
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Street Address	
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E-mail Address	
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Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

#### PARTICULARS OF RECORD REQUESTED

*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.)*

Description of record or relevant part of the record:	

Reference number, if available	
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Any further particulars of record	

#### TYPE OF RECORD

*(Mark the applicable box with an "X")*

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> (Mark the applicable box with an "X")	
Printed copy of record (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 record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

<b>MANNER OF ACCESS</b> (Mark the applicable box with an "X")	
Personal inspection of record 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)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (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)	

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>  <i>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.</i>	
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)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
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 ( <i>Please specify</i> )

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**