

Manual
Of
Bureau of Market Research (Pty)
Ltd
(Private Body)

Prepared and compiled on 2023-06-26 in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 (as amended) in respect of Bureau of Market Research (Pty) Ltd.

Registration number: 2019/001154/07

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1. INTRODUCTION

The Bureau of Market Research (Pty) Ltd (BMR) is a private company registered (2019/001154/07) under the companies Act of 2013. The BMR functions as a wholly owned subsidiary of Unisa Enterprise (Pty) Ltd within the University of South Africa (Unisa) Corporate Group structure. The BMR operates as an independent market research entity. The BMR is mandated to grow the knowledge-based economy of South Africa and Africa by conducting applied market research to enhance the quality and application of market intelligence and to empower policy decision-making that creates economic and social benefits for everyone.

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, recognizes 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 assist you to-

- 3.1 check the categories of records held by Bureau of Market Research (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 Bureau of Market Research (Pty) Ltd, by providing a description of the subjects on which Bureau of Market Research (Pty) Ltd holds records and the categories of records held on each subject;
- 3.3 know the description of the records of Bureau of Market Research (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 Bureau of Market Research (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 Bureau of Market Research (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 Bureau of Market Research (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:
Prof Deon Harold Tustin

Postal Address:

PO Box 392
Pretoria
0003

Physical Address:

UNISA Main Campus
First Floor
Room B1-04
Winnie Madikizela-Mandela Building
Goldfields Entrance
340 Preller Street
Muckleneuk Ridge
Pretoria Muckleneuk Ridge 0003

Telephone No:
072 672 9153

E-mail:
deon.tustin@bmr.co.za

Deputy Information Officer:

Ms Madeleine Goetz

GENERAL INFORMATION:

Name of Private Body:
Bureau of Market Research (Pty) Ltd

Registration No:
2019/001154/07

Postal Address:

PO Box 392
Pretoria
0003

Physical Address (or principal place of business):

UNISA Main Campus
First Floor
Room B1-04
Winnie Madikizela-Mandela Building
Goldfields Entrance
340 Preller Street
Muckleneuk Ridge
Pretoria Muckleneuk Ridge 0003

Telephone No:
072 672 9153

E-mail:
deon.tustin@bmr.co.za

Website:
<https://www.bmr.co.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 address, phone and fax number 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;
 - 5.5.2 from the website of the Information Regulator (<https://info regulator.org.za/>).
- 5.6 A copy of the Guide is also available in two official languages, for public inspection during normal office hours.

6. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

Category of records	Types of the Record	Available on Website	Available upon request
Corporate governance information	Board member details	X	X
	Board meeting minutes		X
	Shareholder meeting minutes		X
	Financial statements	X	X
	Audit and financial accounting reports		X
	Integrated report	X	X
	Corporate responsibility statement	X	X
	King IV Principles	X	X
Company information	Company contact details	X	X
	Staff contact details	X	X
	Staff images and profiles	X	X
	Products and service offerings	X	X
	Product pricing	X	X
Company strategic information	Business strategy		X
	Business continuity plan		X
	Succession plan		X
	Annual performance plan		X
	Code of conduct		X
	Information brochure		X
	Research project plan		X
	Human resource plan		X
	Marketing and communication plan		X
	Risk register		X
Costing model		X	
Company policies	• Recruitment Selection and Appointment Policy		X
	• Official Working Hours Policy		X
	• Probation Policy		X
	• Remuneration Policy		X
	• Remuneration Principles and Guidelines for new employees		X
	• Leave Policy		X
	• Performance Management Policy		X
	• Performance Bonus Policy		X
	• Code of Conduct		X
	• Disciplinary Policy		X
	• Termination of Employment Policy		X
	• Research Ethics Policy		X
	• Research Ethics Procedures and Guidelines		X
	• Communication Policy		X
	• Finance Policy		X
	• Policy on Bank and Cash Management		X
	• Intellectual Property Policy		X
	• Supply Chain Management Policy		X
	• Expression of Interest (EOI)		X
	• Terms of Reference - Research Ethics Review Committee		X
	• Terms of Reference - Research Projects Committee		X
	• Terms of Reference - Research Publications Committee		X
	• Terms of Reference - Tender Committee		X
	• Appointment and Promotion Criteria		X
	• Policy on Intangible Assets		X
	• Policy on Tangible Assets and Asset Depreciation		X
• Policy on Management of Trade Payables and Repayments		X	

	Telephone number - 1st Contact Name and surname - 2nd Contact Telephone number - 2nd Contact Name and surname - 3rd Contact Telephone number - 3rd Contact		X X X X X
Interviewer information	Surname Title Full names College/School/Academic Department Administrative Department/Directorate Race Registered disability Identification number Income tax number Country of birth South African citizen by birth Telephone numbers Qualification Emergency Contact Details Foreigner: <ul style="list-style-type: none"> • Passport no, country of issue, expiry date • Work permit no, type of permit, expiry date • Permanent residence status, date granted • Residential address • Postal address 		X X
Fixed-term contract workers	Surname Title Full names College/School/Academic Department Administrative Department/Directorate Race Registered disability Identification number Income tax number Country of birth South African citizen by birth Telephone numbers Qualification Emergency Contact Details Foreigner: <ul style="list-style-type: none"> • Passport no, country of issue, expiry date • Work permit no, type of permit, expiry date • Permanent residence status, date granted • Residential address • Postal address 		X X
Professional service providers	Details of Audit company: Details of Financial Accounting Firm: Details of Banking Institution Details of ICT service provider: Details of Employer Representative Organisation (SEESA): Details of Salary Payment Service Provider: Details of Professional Affiliations (SAMRA):		X X X X X X X

	<ul style="list-style-type: none"> • Company name • Company Contact details • Business address • Business email address • Company tax information • Company registration information • Company banking details • Invoices • B-BBEE status 		<ul style="list-style-type: none"> X X X X X X X X X
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7. RECORDS OF THE PRIVATE BODY

This clause serves as a reference to the records that Bureau of Market Research (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 company holds records	Categories of records
Corporate governance documents	Board agendas Board minutes Board Charter Delegation of Authority Framework (DAF) Issuing of ordinary shares Shareholder Compact Shareholder Certificate CICP Company Registration Certificate Memorandum of Incorporation (MOI) Risk Register CEO Reports Financial Management Account Reports Strategic Partnership Framework Board Resolution Matrix Corporate Social Responsibility Statement King IV Principles Board Director appointment letters Performance Management and Reward Report Integrated Report Company Information Sheet
Strategic Documents, Plans, Proposals	Strategic and Operational Goals Annual Performance Plan (APP) Code of Business Conduct Staff Structure Business Continuity and Succession Plan Marketing and Communication Plan Communication Policy Supply Chain Management Policy Expression of Interest (EOI) Terms of Reference: Tender Committee Company Business Profile Company Information Brochure Brand Architecture Booklet
Legal Resources	Contracts Service Level Agreements
Research Resources	Intellectual Property Policy Research Ethics Policy Research Ethics Procedures and Guidelines Terms of Reference: Research Ethics Review Committee

	<p>Terms of Reference: Research Projects Committee Terms of Reference: Research Publications Committee Project Inventory Research Project Plan Research Proposals Research Reports Research Presentations Research Costing Model Research Service Provider Tender Submissions</p>
Financial Resources	<p>Annual Financial Statements Audit Reports Financial Management Account Reports Income and Expenditure Reports Debtor Reports Asset Inventory Client Invoices</p> <p>Financial Policies - Policy on Bank and Cash Management - Policy on Tangible Assets - Policy on Intangible Assets</p> <p>Annual Budget Salary Advice and Personal Income Tax (IRP5) Reports (full-time staff and fixed-term contract employees)</p>
Human Resources	<p>HR Policies and Procedures: - Recruitment Selection and Promotion Policy - Official Working Hours Policy - Probation Policy - Remuneration Policy - Leave Policy - Performance Management Policy - Performance Bonus Policy - Disciplinary Policy - Employee Disciplinary Code - Termination of Employment Policy - Appointment and Promotion Criteria</p> <p>Human Resource Forms - Fixed-term contract worker Agreement Form - Fixed-term contract worker Claim Form - Fixed-term contract worker Personal Information Form - Fixed-term contract worker Banking Details Form - Fixed-term contract worker Payment Advice Form - Full-time employee Advance Request Form - Full-time employee Expense Reimbursement Form - Full-time employee Settlement of Advanced Payment Form</p> <p>Receipt of Cash Payment Form Research training Attendance Register Form Venue Renting Payment Form Advertised posts Employees records</p>

	Staff Performance Agreements Staff Performance Assessments Succession and Mentorship Plans
External Resources	Service Level Agreements (SLA)

8. RECORDS REQUIRED IN TERMS OF LEGISLATION

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

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Broad-based Black Economic Empowerment (BBBEE) Code of Good Practice and Certification	B-BBEE Act, No. 53 of 2003
POPIA Compliance Certificate	The Protection of Personal Information Act (POPIA) (Act 3 of 2013)
SARS tax compliance certificate	Income Tax Act
VAT registration	Value-added Tax Act
PAYE, UIF, Skills Development	Labour Relations Act

Reference to the above-mentioned legislation shall include subsequent amendments and secondary legislation to such legislation.

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

Personal information is collected by the BMR directly from 'data subjects' or may be collected indirectly from other external sources for purposes of fulfilling our market research business mandate and sector specific obligations. As a market research entity the BMR needs to have a complete understanding of the consumer and business markets and research demands and needs to be proactive and pre-emptive in effectively identifying risks that impacts on the achievement of our mandate. In order to effectively achieve these goals, the BMR collects information from multiple sources, inclusive of the following:

- Public and private entities commissioning research studies to the BMR
- Syndicate research clients
- Respondents (Household and business data subjects)
- Fieldworkers/interviewers
- Research Service Providers
- Other Service Providers (Finance, ICT, HR, Legal)
- Media sources such as newspapers, social media and the broadcast news
- Under- and postgraduate students
- Members of the public

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

<p>BMR members - Syndicate research clients</p>	<ul style="list-style-type: none"> - Type of business Postal address Office address Telephone Fax E-mail address Company VAT number Member representative: <ul style="list-style-type: none"> - Name - Designation - Telephone contact number - E-mail address
<p>Public and private entities commissioning research studies to the BMR</p>	<ul style="list-style-type: none"> - Customer/Contracting entity names Supplier (BMR) name and company registration details Customer and the Supplier Addresses (Domicilia citandi et executandi) Party (Customer and the Supplier) representatives Supplier's Account Manager <ul style="list-style-type: none"> - Name - Designation - Email - Telephone contact details Supplier Project Manager Supplier's subcontractors Supplier Banking Details Details of Supplier's Key Personnel <ul style="list-style-type: none"> - Name - Designation - Email address - Telephone contact details
<p>Respondents (Household and business data subjects)</p>	<ul style="list-style-type: none"> - Respondent details: <ul style="list-style-type: none"> - First name, surname/family name - Location - Street address - Suburb - Town or city - Postal code - Province - Household/Business telephone number - Work telephone number

	<ul style="list-style-type: none"> - Household/Business cellphone - E-mail contact for dwelling/business - Dwelling description - Gender - Age - Population - Educational qualifications - Employment status - Sector - Industry - Occupation - Area - Relationship status - Home language
Fieldworkers/interviewers	<p>Interviewer details</p> <p>Interviewer name and surname</p> <p>Interviewer gender</p> <p>Interviewer Identity number</p> <p>Interviewer Postal address</p> <p>Interviewer Postal code</p> <p>Interviewer Physical address</p> <p>Interviewer Street code</p> <p>Interviewer Telephone</p> <p>Interviewer Email</p> <p>Interviewer Income tax number</p> <p>Interviewer Banking details</p>
Research Service Providers	<p>Customer (BMR) Company</p> <p>CEO</p> <p>Research Service Supplier Company Details</p> <p>Company Registration Documents from Companies and Intellectual Property Commission (CIPC)</p> <p>Company registration number</p> <p>VAT registration number</p> <p>Physical Address of registered office</p> <p>Postal address of registered office</p> <p>Business e-mail address</p> <p>Company telephone and fax number</p> <p>SARS Clearance Certificate</p> <p>Bank Account details</p> <p>B-BBEE certificate</p> <p>Name of supplier representative</p> <p>Position of supplier representative</p> <p>Contact details of supplier representative (Phone and email details)</p> <p>Reference company details</p> <p>Contact details (Person, landline and e-mail address)</p>
Professional Service Providers (Finance (Roux van Rooyen, Netcash and Ernst & Young), ICT (Pro-It), HR & Legal (SEESA, CEO)	<p>Customer/Client (BMR) details</p> <p>Full Name of Legal Entity (BMR)</p> <p>Company registration Number</p> <p>Company Physical Address</p> <p>Company Postal Address</p> <p>Company Telephone Number</p>

	<p>Company Email address Company Bank details Mandated Signatory (BMR) Full Name (CEO) ID Number CEO Email CEO Cell Number CEO</p> <p>Service Provider (Finance, ICT, HR, Labour, Legal) details</p> <p>Full Name of Legal Entity Registration Number Physical Address Postal Address Telephone Number Fax Number Company VAT number Banking details Invoices</p> <p>Mandated Signatory (Service Provider) Name of representative(s) Company contact details (telephone and email) Company representatives (officials)</p>
<p>Media sources such as newspapers, social media and the broadcast news</p>	<p>Media organisation name Media (editor, reporter, publisher, station/programme manager, journalist) contact details Name and surname Contact details (Telephone and email)</p>
<p>Under- and postgraduate students</p>	<p>Student name Identification number (ID) Student Number Student address Student contact details (telephone and email) Student gender Qualification enrolled Supervisor details (name, telephone, email)</p>

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
Identity number and names, for criminal checks.	South African Police Services
Qualifications, for qualification verifications.	South African Qualifications Authority
Credit and payment history, for credit information.	Credit Bureaus
Client information.	Public Protector
Company information.	Southern African Market Research Association (SAMRA)
Company and personal information for research ethical clearance purposes.	Industry and Institutional Research Ethics Review Committees
Full time and fixed-term contract employees - identification and contact details of parties in dispute.	Commission for Conciliation, Mediation and Arbitration (CCMA)
Complainants information.	Unisa Ombudsman
Company and executive management information.	South African Revenue Services (SARS)
Company and executive management information.	Financial Service Providers
Employee details, salary, income tax and UIF information.	Salary Payment Service Providers
Company, executive management and financial information.	Auditors
Company, executive management and financial information.	Financial Accounting Firm
Information of executive and non-executive board members. Company and financial information.	Companies and Intellectual Property Commission (CICP)
Company and company representative information for public tender application.	Department: National Treasury - Central Supplier Database (CSD)
Company and company representative information for company B-BBEE accreditation.	Accredited (B-BBEE) Verification Agencies listed with the South African National Accreditation System (SANAS)
Employee information.	Department of Labour
Company and employee information for labour law, consumer protection and skills training services.	Small Enterprise Employers of South Africa (SEESA)

9.4 Planned transborder flows of personal information

The BMR occasionally conducts research in African countries. Commissioned Research by International clients focusing on youth-related research topics, spread across 55 African Union (AU) member states. Personal information (client contact details) of international data subjects are secured through cloud-based storage and client information is warehoused within the BMR information systems.

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 systems and controls are designed to maintain confidentiality, prevent loss, unauthorised access and damage to information by unauthorised parties. Our cyber security strategy is aligned to industry standard frameworks to ensure effective cyber security risk management for the company. We conduct continuous security vulnerability assessments to improve our security posture and provide assurance to all our stakeholders.

Personal information of data subjects are safeguarded through private password access control to individual laptop computers and shared information platforms. Risk of any potential information loss is mitigated through weekly security maintenance by an independent professional ICT service provider and a secure cloud-based management system. Information sensitivity strategies are applied for all Office 365 software applications (Microsoft Word, Excel, Outlook email and calendar) to sensitise recipients of information regarding the management and use of personal information shared in company correspondence. Anti-virus and anti-malware solutions are also secured through the independent ICT service provider.

Protection of personal information is also guaranteed via secure lock-up inventories where paper-based questionnaires containing personal information are securely stored for research purposes up to a minimum of five years.

Employee and client personal information are stored online or in lock-up cabinets and offices.

With reference to the processing of personal information, the BMR applies de-identification or anonymisation. These techniques are often used when publishing or disclosing information which safeguards the personal identity of data subjects. Furthermore, personal information is masked or pseudonymised by the BMR when identified fields are replaced by pseudonyms and the information cannot be linked by a

specific data subject without additional information. Pseudonymisation forms an important "data protection by design" strategy applied by the BMR to protect the personal information of individuals or juridical persons.

10. REQUEST PROCEDURE FOR OBTAINING INFORMATION

Access to records held by Bureau of Market Research (Pty) Ltd

Records held by Bureau of Market Research (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.

Bureau of Market Research (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 Bureau of Market Research (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 Bureau of Market Research (Pty) Ltd which may include:
 - o Trade secrets of Bureau of Market Research (Pty) Ltd
 - o Financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of Bureau of Market Research (Pty) Ltd ;
 - o Information which, if disclosed could put Bureau of Market Research (Pty) Ltd at a disadvantage in negotiations or commercial competition;
 - o A computer program, owned by Bureau of Market Research (Pty) Ltd and protected by copyright.
- The research information of Bureau of Market Research (Pty) Ltd or a third party, if its disclosure would reveal the identity of Bureau of Market Research (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

Bureau of Market Research (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 Bureau of Market Research (Pty) Ltd has to decide whether to grant or refuse the request, may be extended for 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 Bureau of Market Research (Pty) Ltd and the information cannot reasonably be obtained within the original 30 day period. Bureau of Market Research (Pty) Ltd will notify the requester in writing should an extension be sought.

AVAILABILITY OF THE MANUAL

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

Signed by: _____

Date: _____

ANNEXURE A:

The table below sets out the fees applicable to any request for a record of information held by

Item	Description	Amount
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 <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			
Street Address			
E-mail Address			
Contact Numbers	Tel.(B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<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>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			

TYPE OF RECORD <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	
FORM OF ACCESS <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	

MANNER OF ACCESS <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 <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

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 <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> 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 <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 information on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of information on compact disc drive <i>(including virtual images and soundtracks)</i>	
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:

<u>Item</u>	<u>Description</u>	<u>Amount</u>	<u>Number of pages/items</u>	<u>Total:</u>
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 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.		
	<u>TOTAL:</u>			

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

Yes

No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
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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