

**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF
THE PROMOTION OF ACCESS TO INFORMATION ACT NO. 2
OF 2000 (AS AMENDED BY THE PROTECTION OF PERSONAL
INFORMATION ACT NO. 4 OF 2013)
FOR
THE ACCENTURE SOUTH AFRICA GROUP**

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1. INTRODUCTION

- 1.1. This Manual is published in terms of section 51 of the Promotion of Access to Information Act, 2 of 2000 ("PAIA"). PAIA gives effect to the provisions of section 32 of the Constitution, which provides for the right of access to information held by either the State or private persons that is required for the exercise and/or protection of any right.
- 1.2. The reference to any information in addition to that specifically required in terms of section 51 of PAIA does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of PAIA.
- 1.3. This Manual applies in respect of each member of the Accenture Group. The Information Officer/s named below are appointed in respect of the Accenture Group as a whole and in respect of each individual entity constituting the Accenture Group. This Manual applies in respect of each member of the Accenture Group, including all subsidiaries, juristic persons, and other related or affiliated entities to which the Promotion of Access to Information Act, 2000 ("PAIA") applies. The Manual may be amended from time to time and as soon as any amendments have been effected, the latest version of the Manual will be published and distributed in accordance with PAIA.
- 1.4. A Requester is invited to contact the Information Officer should he or she require any assistance in respect of the use or content of this Manual.
- 1.5. The definitions provided in this Manual are solely for the purpose of this Manual and are not to be taken as applicable to PAIA.
- 1.6. Only requests for Records of members of the Accenture Group are covered by the Manual and requests for Records of, or information relating to, entities outside of the Accenture Group will not be considered.

2. DEFINITIONS AND INTERPRETATION

- 2.1. Unless a contrary intention clearly appears, words signifying: -
 - 2.1.1. the singular includes the plural and *vice versa*;
 - 2.1.2. any one gender includes the other genders and *vice versa*; and
 - 2.1.3. natural persons include juristic persons.

2.2. Unless the context clearly indicates otherwise, the following terms shall have the meanings assigned to them hereunder, namely –

- 2.2.1. "**Accenture Group**" means the group of companies comprising of Accenture South Africa, its subsidiaries, related group companies, and other juristic persons. The South African entities comprising the Accenture Group are listed in **Error! Reference source not found.** to this Manual and this Manual applies to all such entities, both jointly and severally, and such entities are referred to both individually and collectively as the "**Accenture Group**";
- 2.2.2. "**Accenture South Africa**" means Accenture (South Africa) Proprietary Limited, a company duly incorporated under the laws of South Africa under the registration number 2001/007340/07;
- 2.2.3. "**Customer**" means a natural or juristic person who or which receives services and/or products from the Accenture Group;
- 2.2.4. "**Data Subject**" means the person (natural or juristic, where applicable) to whom the Personal Information relates;
- 2.2.5. "**Employee(s)**" means any person who works for, or provides services to, or on behalf of the Accenture Group, and receives or is entitled to receive remuneration;
- 2.2.6. "**Information Officer**" means the person acting on behalf of the Accenture Group and discharging the duties and responsibilities assigned to the "head" of the Accenture Group by PAIA. The Information Officer is duly authorised to act as required and such authorisation has been confirmed by the "head" of the Accenture Group in writing;
- 2.2.7. "**Manual**" means this manual, together with any annexures thereto, as amended from time to time, published in compliance with Section 51 of PAIA;
- 2.2.8. "**PAIA**" means the Promotion of Access to Information Act, 2 of 2000, as amended from time to time;
- 2.2.9. "**Personal Information**" has the meaning ascribed thereto under section 1 of POPIA (defined below) and includes information relating to an identifiable

natural person and identifiable, existing juristic person (where applicable), including, but not limited to –

- 2.2.9.1. 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;
- 2.2.9.2. information relating to the education or the medical, financial, criminal or employment history of the person;
- 2.2.9.3. any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assigned to the person;
- 2.2.9.4. the biometric information of the person;
- 2.2.9.5. the personal opinions, views or preferences of the person;
- 2.2.9.6. correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- 2.2.9.7. the views or opinions of another individual about the person; and
- 2.2.9.8. 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;
- 2.2.10. "**Personnel**" means a person who works for or provides services to or on behalf of the Accenture Group and receives or is entitled to receive any remuneration. This includes, without limitation, directors (both executive and non-executive), all permanent, temporary and part-time staff as well as contract workers;
- 2.2.11. "**POPIA**" means the Protection of Personal Information Act, 4 of 2013;
- 2.2.12. "**Processing**" means any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, including -

- 2.2.12.1. the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
- 2.2.12.2. dissemination by means of transmission, distribution or making available in any other form by electronic communications or other means; or
- 2.2.12.3. merging, linking, blocking, degradation, erasure or destruction.

For the purposes of this definition, "**Process**" has a corresponding meaning;

- 2.2.13. "**Record**" means recorded information, regardless of form or medium, which is in the possession or under the control of the Accenture Group, irrespective of whether it was created by the Accenture Group, regardless of when it came into existence;
- 2.2.14. "**Request**" means a request for access to a Record of the Accenture Group;
- 2.2.15. "**Requester**" means any person, including a public body or an official thereof, making a request for access to a Record of the Accenture Group and includes any person acting on behalf of that person;
- 2.2.16. "**Special Personal Information**" means "special personal information" as defined in POPIA, and includes –
 - 2.2.16.1. the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a Data Subject; or
 - 2.2.16.2. the criminal behaviour of a Data Subject to the extent that such information relates to –
 - 2.2.16.2.1. the alleged commission by the Data Subject of any offence; or
 - 2.2.16.2.2. any proceedings in respect of any offence allegedly committed by a Data Subject or the disposal of such proceedings; and

2.2.17. "Third Party" means any independent contractor, agent, consultant, sub-contractor or other representative of the Accenture Group.

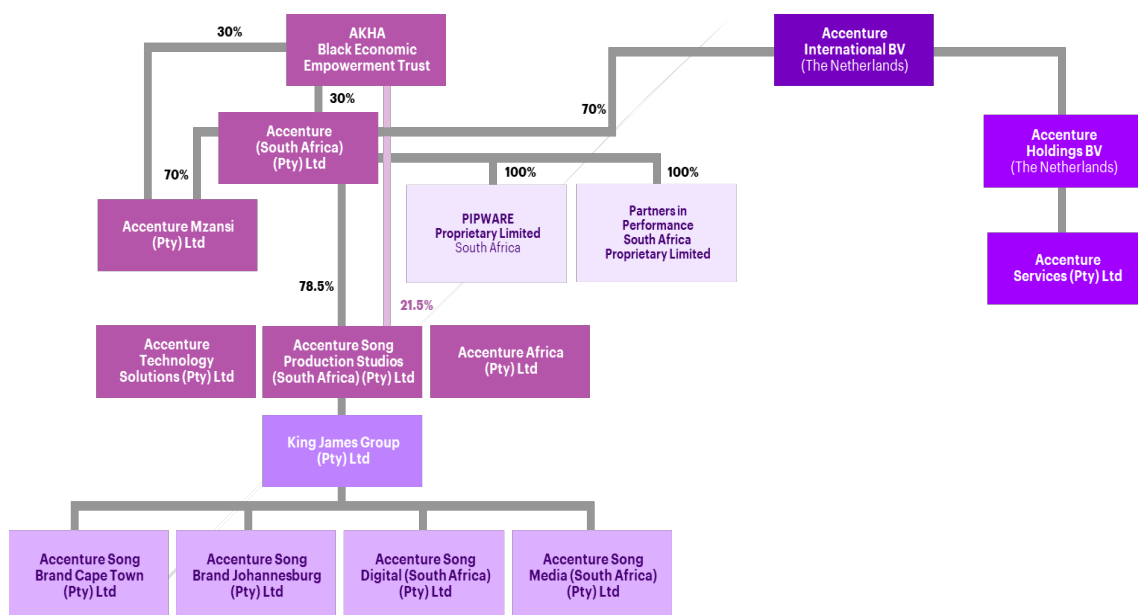
2.3. Terms defined in PAIA shall have the same meaning in this Manual.

3. ACCENTURE GROUP OVERVIEW

3.1. The Accenture Group forms part of the global Accenture group, which is a leading global professional services group, providing a broad range of services and solutions in strategy & consulting, industry x, song, technology and operations. The Accenture global group manages its business through three geographic markets – the Americas, EMEA (Europe, the Middle East, and Africa), and APAC (Asia-Pacific).

3.2. For purposes of this Manual, a simplified view of the Accenture Group company structure and its primary businesses is as follows:

3.2.1. ACCENTURE SOUTH AFRICA OWNERSHIP STRUCTURE -



3.2.2. ACCENTURE GROUP MARKETS AND SERVICES -

3.2.2.1. Strategy & Consulting:

- 3.2.2.1.1. Advises executive leaders and boards on reinventing their organizations for growth, competitiveness, and operational excellence;
 - 3.2.2.1.2. Helps drive sustainable value and set new industry performance standards;
 - 3.2.2.1.3. Uses deep industry and functional expertise, proprietary tools, and technology-driven solutions; and
 - 3.2.2.1.4. Supports end-to-end organizational transformation, leveraging data, analytics, AI, change management, and sustainability.
- 3.2.2.2. **Technology:**
- 3.2.2.2.1. Offers end-to-end technology services, including cloud, integration, security, AI, automation, and global delivery;
 - 3.2.2.2.2. Continuously innovates with new technologies (e.g., generative AI, blockchain, 5G, quantum computing);
 - 3.2.2.2.3. Operates advanced R&D labs and global innovation hubs; and
 - 3.2.2.2.4. Partners with leading technology companies and invests in startups through Accenture Ventures.
- 3.2.2.3. **Operations:**
- 3.2.2.3.1. Manages business processes for clients across finance, procurement, supply chain, HR, and industry-specific functions;
 - 3.2.2.3.2. Drives intelligent operations using SynOps, leveraging automation, AI, and cloud technology; and

3.2.2.3.3. Helps clients transform enterprise operations at speed and scale.

3.2.2.4. **Industry X:**

3.2.2.4.1. Combines digital, engineering, and manufacturing expertise to help clients reinvent products and processes;

3.2.2.4.2. Transforms capital projects, asset management, and infrastructure using advanced digital tools;

3.2.2.4.3. Designs and builds automation equipment and robotics for client operations; and

3.2.2.4.4. Uses AI, IoT, digital twins, and metaverse technologies to enhance resilience, productivity, and sustainability.

3.2.2.5. **Song:**

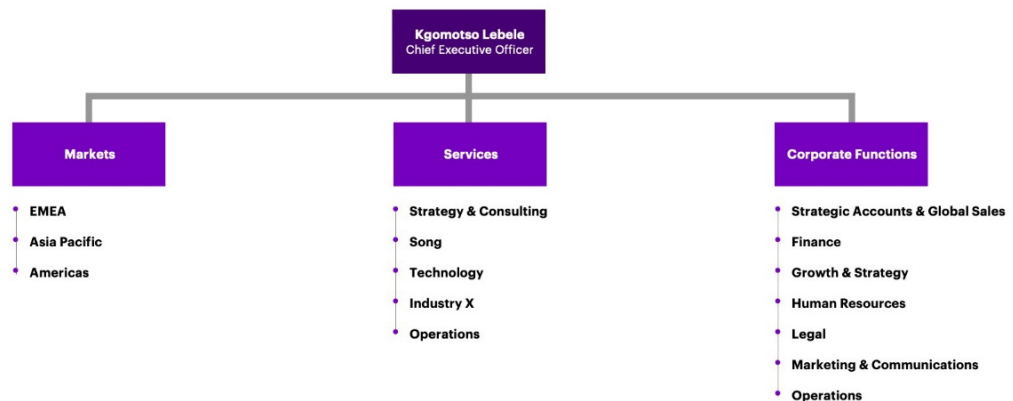
3.2.2.5.1. Creates personalized Customer experiences across design, digital products, marketing, commerce, and service;

3.2.2.5.2. Helps brands stand out through clear, compelling propositions and improved commerce strategies;

3.2.2.5.3. Innovates Customer service to be more responsive and accessible; and

3.2.2.5.4. Combines strategy, data, AI, and partnerships to deliver effective and ethical solutions for client challenges.

3.2.3. ACCENTURE GROUP AFRICA OPERATING STRUCTURE -



- 3.3. The Accenture Group supports the constitutional right of access to information, and we are committed to providing the Requester with access to our Records in accordance with the provisions of PAIA, the confidentiality we owe third parties and the principles under law.

4. AVAILABILITY OF THIS MANUAL

- 4.1. A copy of this Manual is available on our website or by sending a request for a copy to the Information Officer by email (see section 6 below). The Manual may also be inspected by the general public, during normal office hours, at our head office or at our subsidiary companies' offices. This Manual will be updated from time to time, as and when required.
- 4.2. The Manual is also available to the Information Regulator upon request.

5. HOW TO REQUEST ACCESS TO RECORDS HELD BY THE ACCENTURE GROUP

- 5.1. Records, whether specifically listed in this Manual or not, will only be made available subject to the provisions of PAIA. The following procedural requirements serve as a guideline for Requesters, and each Requester must comply with all these procedural requirements. It is important to note that the successful completion and submission of an access request form does not automatically allow the Requester access to the requested Record. An application to access a Record is subject to certain limitations if

the requested Record falls within a category specified in Part 3, Chapter 4 of PAIA (see section 12 below for the grounds for refusal of access to Records).

- 5.2. Requests for access to Records held by the Accenture Group must be made using the prescribed form to make the request for access to a Record, which form is attached hereto as Annexure B. The prescribed form may also be downloaded from the Information Regulator's website (accessible [here](#)). The Requester should note that not using this form could cause your request to be refused (if you do not provide sufficient information or otherwise) or delayed.
- 5.3. Please note that Requesters are also required to make payment of the prescribed fees. The Accenture Group has the option to waive the fees payable to it by the Data Subject at its discretion. This issue is dealt fully below. The Information Officer may by notice require the Requester to pay the prescribed request fee (if any) before further Processing the request (see section 54(1) of PAIA). The fee that the Requester must pay to a private body is currently R140, and the Requester may lodge an application to court against the tender or payment of the request fee (see section 54(3)(b) of PAIA).
- 5.4. Requests for access to Records must be made to our Information Officer at the address or electronic mail address provided for in section 6 below.
- 5.5. The Requester must provide sufficient detail on the request form to enable the Information Officer to identify the Record and the Requester. The Requester should also indicate which form of access is required and indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.
- 5.6. Requests will be received by the Information Officer as indicated in the prescribed manner detailed below. The Requester will be notified within 30 days of the receipt of the completed request form(s). The request will be evaluated by the Information Officer as well as the representative of the business from which the Record is being requested. The Accenture Group reserves the right to notify the Requester of an extension period that is required to access the requested information. The said notice will include reasons for such extension, the required extension period will not exceed 60 days, as well as the Requester's right to approach a court via application proceedings for relief in the event that the Requester is against the extension and/or the procedure. Further to that, the Accenture Group may notify the Requester whether a deposit is required. This deposit will be determined by factors such as the format

and/or volume of the information requested as well as the time required for the searching for and preparation of the Records. The notice will set out the required deposit amount as well as the Requester's right to approach a court via application proceedings for relief in the event that the Requester is against the payment of the required deposit and/or the procedure. If the request is granted, a further access fee may be payable for reproduction, search and preparation, including any time exceeding the prescribed hours (see section 54(6) of PAIA).

- 5.7. Should you be aware which company in the Accenture Group holds the Record/s you are requesting, please indicate the name of the company. Where you are unsure which company holds the Record/s please provide as much detail as possible about the Record to facilitate our search and to avoid any possible delays. Requestors are reminded that Accenture Group can only provide access to Records that are in the possession of Accenture Group.
- 5.8. The Requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested Record is required for the exercise of protection of that right.
- 5.9. If a request is made on behalf of a person, the Requester must then submit proof, in the form of an affidavit or letter of consent, of the capacity in which the Requester is making the request to the satisfaction of the Information Officer.
- 5.10. The Requester is required to pay a fee for evaluating the request and for providing the Records requested, including the requirement to pay a deposit in certain circumstances. The list detailing the prescribed fee payable to the Accenture Group in respect of requests and the fees in respect of access to Records (if the request is granted) is attached as Annexure C. Accenture has the option to waive the fees payable to it by the Data Subject at its discretion.
- 5.11. Kindly note that all requests to the Accenture Group or any of its constituent companies will be evaluated and considered in accordance with PAIA. Publication of this Manual and describing the categories and subject matter of information held by the Accenture Group does not give rise to any rights (in contract or otherwise) to access such information or Records except in terms of PAIA.

5.12. If it is reasonably suspected that a Requester has obtained access to the Accenture Group's Records through the submission of materially false or misleading information, legal proceedings may be instituted against such Requester.

6. CONTACT DETAILS

6.1. Accenture (South Africa) Proprietary Limited:

Name of Private Body	Accenture (South Africa) Proprietary Limited
Head of Private Body	Chief Executive Officer: Kgomotso Lebele
Telephone number of Head of Private Body	0112083000
Email address of Head of Private Body	DataPrivacyOfficer@accenture.com
Information Officer (Duly designated by the Head of Private Body)	Anita Sadie
Deputy Information Officer (s)	n/a
Email address of Information Officer and Deputy Information Officer(s)	DataPrivacyOfficer@accenture.com
Postal address	PO Box 1587 Kelvin 2054
Physical address (National Office)	Building No.3, Waterfall Corporate Campus 74 Waterfall Drive Waterfall City Midrand 1685
Telephone number	+27 11 208 3000

Email address (general contact)	DataPrivacyOfficer@accenture.com
Website	https://www.accenture.com/za-en

6.2. Accenture Africa Proprietary Limited:

Name of Private Body	Accenture Africa Proprietary Limited
Head of Private Body	Chief Executive Officer: Kgomotso Lebele
Information Officer (Duly designated by the Head of Private Body)	Anita Sadie
Deputy Information Officer (s)	n/a
Email address of Information Officer and Deputy Information Officer(s) / Postal address / Street address / Phone number	Same details / information as 6.1 above.

6.3. Accenture Technology Solutions Proprietary Limited:

Name of Private Body	Accenture Technology Solutions Proprietary Limited
Head of Private Body	Chief Executive Officer: Kgomotso Lebele
Information Officer (Duly designated by the Head of Private Body)	Anita Sadie
Deputy Information Officer (s)	n/a
Email address of Information Officer and Deputy Information Officer(s) / Postal	Same details / information as 6.1 above.

address / Street address / Phone number	
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6.4. Accenture Services Proprietary Limited:

Name of Private Body	Accenture Services Proprietary Limited
Head of Private Body	Chief Executive Officer: Kgomotso Lebele
Information Officer (Duly designated by the Head of Private Body)	Anita Sadie
Deputy Information Officer (s)	n/a
Email address of Information Officer and Deputy Information Officer(s) / Postal address / Street address / Phone number	Same details / information as 6.1 above.

6.5. Accenture Song Production Studios (South Africa) Proprietary Limited:

Name of Private Body	Accenture Song Production Studios (South Africa) Proprietary Limited
Head of Private Body	Chief Executive Officer: Kgomotso Lebele
Information Officer (Duly designated by the Head of Private Body)	Anita Sadie
Deputy Information Officer (s)	n/a
Email address of Information Officer and Deputy Information Officer(s) / Postal	Same details / information as 6.1 above.

address / Street address / Phone number	
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6.6. Accenture Song Digital (South Africa) Proprietary Limited:

Name of Private Body	Accenture Song Digital (South Africa) Proprietary Limited
Head of Private Body	Chief Executive Officer: Kgomotso Lebele
Information Officer (Duly designated by the Head of Private Body)	Anita Sadie
Deputy Information Officer (s)	n/a
Email address of Information Officer and Deputy Information Officer(s) / Postal address / Street address / Phone number	Same details / information as 6.1 above.

6.7. Accenture Song Media Proprietary Limited:

Name of Private Body	Accenture Song Media Proprietary Limited
Head of Private Body	Chief Executive Officer: Kgomotso Lebele
Information Officer (Duly designated by the Head of Private Body)	Anita Sadie
Deputy Information Officer (s)	n/a
Email address of Information Officer and Deputy Information Officer(s) / Postal	Same details / information as 6.1 above.

address / Street address / Phone number	
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6.8. Accenture Song Brand Johannesburg Proprietary Limited:

Name of Private Body	Accenture Song Brand Johannesburg Proprietary Limited
Head of Private Body	Chief Executive Officer: Kgomotso Lebele
Information Officer (Duly designated by the Head of Private Body)	Anita Sadie
Deputy Information Officer (s)	n/a
Email address of Information Officer and Deputy Information Officer(s) / Postal address / Street address / Phone number	Same details / information as 6.1 above.

6.9. Accenture Song Brand Cape Town Proprietary Limited:

Name of Private Body	Accenture Song Brand Cape Town Proprietary Limited
Head of Private Body	Chief Executive Officer: Kgomotso Lebele
Information Officer (Duly designated by the Head of Private Body)	Anita Sadie
Deputy Information Officer (s)	n/a
Email address of Information Officer and Deputy	Same details / information as 6.1 above.

Information Officer(s) / Postal address / Street address / Phone number	
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6.10. King James Group Proprietary Limited:

Name of Private Body	King James Group Proprietary Limited
Head of Private Body	Chief Executive Officer: Kgomotso Lebele
Information Officer (Duly designated by the Head of Private Body)	Anita Sadie
Deputy Information Officer (s)	n/a
Email address of Information Officer and Deputy Information Officer(s) / Postal address / Street address / Phone number	Same details / information as 6.1 above.

6.11. Accenture Mzansi Proprietary Limited:

Name of Private Body	Accenture Mzansi Proprietary Limited
Head of Private Body	Chief Executive Officer: Kgomotso Lebele
Information Officer (Duly designated by the Head of Private Body)	Anita Sadie
Deputy Information Officer (s)	n/a
Email address of Information Officer and Deputy Information Officer(s) / Postal	Same details / information as 6.1 above.

address / Street address / Phone number	
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6.12. PIPWARE Proprietary Limited:

Name of Private Body	PIPWARE Proprietary Limited
Head of Private Body	Chief Executive Officer: Kgomotso Lebele
Information Officer (Duly designated by the Head of Private Body)	Klaas Modise Motlhabane
Deputy Information Officer (s)	n/a
Email address of Information Officer and Deputy Information Officer(s) / Postal address / Street address / Phone number	Same details / information as 6.1 above.

6.13. Partners In Performance South Africa Proprietary Limited:

Name of Private Body	Partners In Performance South Africa Proprietary Limited
Head of Private Body	Chief Executive Officer: Kgomotso Lebele
Information Officer (Duly designated by the Head of Private Body)	Klaas Modise Motlhabane
Deputy Information Officer (s)	n/a
Email address of Information Officer and Deputy Information Officer(s) / Postal	Same details / information as 6.1 above.

address / Street address / Phone number	
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6.14. Accenture Foundation (South Africa) Trust:

Name of Private Body	Accenture Foundation (South Africa) Trust
Head of Private Body	Board of Trustees
Information Officer (Duly designated by the Head of Private Body)	Heather Roux
Deputy Information Officer (s)	n/a
Email address of Information Officer and Deputy Information Officer(s) / Postal address / Street address / Phone number	Same details / information as 6.1 above.

6.15. Accenture Umbrella Retirement Fund:

Name of Private Body	Accenture Umbrella Retirement Fund
Head of Private Body	Board of Trustees
Information Officer (Duly designated by the Head of Private Body)	Haniff Khan
Deputy Information Officer (s)	Amanda Van Staden
Email address of Information Officer and Deputy Information Officer(s) / Postal	Same details / information as 6.1 above.

address / Street address / Phone number	
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6.16. Accenture (South Africa) Education Trust:

Name of Private Body	Accenture (South Africa) Education Trust
Head of Private Body	Chief Executive Officer: Kgomotso Lebele
Information Officer (Duly designated by the Head of Private Body)	Kenneth Brian Robinson
Deputy Information Officer (s)	n/a
Email address of Information Officer and Deputy Information Officer(s) / Postal address / Street address / Phone number	Same details / information as 6.1 above.

7. THE ACCENTURE GROUP'S PROCESSING OF PERSONAL INFORMATION IN TERMS OF POPIA

7.1. Purpose of the Accenture Group's Processing of Personal Information:

- 7.1.1. Accenture Group will Process Personal Information only in ways that are for, or compatible with, the business purposes for which the Personal Information in question was collected or that are subsequently authorised by the relevant Data Subject;
- 7.1.2. Accenture Group will retain Personal Information only for as long as is necessary to accomplish Accenture Group's legitimate business purposes or for as long as may be permitted or required by applicable law; and

7.1.3. We use the Personal Information we collect to serve our Customers, consider applicants, and market and promote our services. The table below describes some of the Personal Information which we collect:

Category of Personal Information	Types of Personal Information captured by category
Personal details, contact details, and identifiers.	<ul style="list-style-type: none"> • Name and surname (if individuals); • Pronouns; • All types of identifiers (such as identity or passport numbers); • Contact details (such as e-mail addresses, phone numbers, physical and postal addresses); and • Occasionally, when necessary for specific purposes, gender, date of birth, age, place of birth.
Commercial information.	<ul style="list-style-type: none"> • History and Records of the products and services obtained from the Accenture Group; and • Correspondence between you and the Accenture Group when it is sent to a dedicated mailbox or via other electronic communication means (including communication channels supported by AI that – for example - generates content to assist the Accenture Group's personnel when interacting with you), for the purpose of Processing account receivable payments and commercial follow-up.
Marketing and research information.	<ul style="list-style-type: none"> • Identifiers – the IP address, social media handle or other online identifiers of a person, e-mail address/mobile number if used for direct marketing, and name and address; • Demographic data - (e.g. income, family status, age bracket, gender, interests, pets, home ownership, health, current service providers); • Browser/web history data and preferences expressed through selection/viewing/purchase of goods, services and content, information about your mobile device including (where available) type of device, device identification number, mobile operating system; • Social media content – blogs, posts and anything posted by an individual online or which mentioned/references an individual; • Analytics and profiles of the individuals based on the data collected on them; and • Voice-enabled services (Speech-to-Text engines for search requests) without being recorded or stored by the mobile device.
Special Personal Information and biometric information.	<p>Accenture Group may also collect certain types of Special Personal Information or sensitive information when permitted by local law, including POPIA, or with your consent, such as -</p> <ul style="list-style-type: none"> • Health/medical information (including disability status/access requirements and dietary requirements/allergies in the framework

	<p>of the events we organize/sponsor); or</p> <ul style="list-style-type: none"> • Biometric information, for example as when you elect to use fingerprint authentication.
Audiovisual materials, including transcriptions.	<ul style="list-style-type: none"> • Photograph, and images/footage captured/recorded on CCTV or other audio, video and related security/monitoring systems or captured during marketing/public filming events/sessions (including recording of virtual or live workshops or similar events/sessions); • Voice search functionality to enable a voice command feature that allows you to ask a question and see results (functionality enabled for mobile applications only); and/or • Audio video recording and transcription during meetings.
Position and professional or employment-related information.	<p>Professional or employment-related information, such as -</p> <ul style="list-style-type: none"> • Description of current position; • Job title; • Employer; • Location; and • Accenture Group contact(s).
System and application access data and Internet and electronic network activity information.	<p>Where you are provided with access to the Accenture Group's systems, the Accenture Group may collect information required to access such Accenture Group systems and applications such as -</p> <ul style="list-style-type: none"> • System ID; • LAN ID; • E-mail account; • Instant messaging account; • Mainframe ID; • System passwords; and • Internet or other electronic network activity information, including access logs, activity logs, and electronic content produced using Accenture Group systems.
Cyber threat intelligence information	<ul style="list-style-type: none"> • Profiles about cyber threat actors (including motives, targets and attack methods; and • Potential evidence of cyber threat activities that may include personal data to understand potential and existing cyber threats.
Cookies and geolocation data	<p>As described below, Accenture Group also may collect geolocation data in some circumstances. Please see our Cookies policy for more details regarding our use of cookies.</p>
Accenture Group alumni related information	<ul style="list-style-type: none"> • Personal Information you provide us when you register as an Accenture Group alumnus/alumna or update your profile including your name and email address. If you were previously a user of

	<p>another Accenture Group alumni website, additional data that you provided to that site may be automatically added to your profile at the Alumni Site. In addition, your user profile offers you the opportunity to provide a wide range of additional data, including postal address, current occupation, industry, education, and personal and business interests.</p> <ul style="list-style-type: none"> • Correspondence between you and us in relation to the Alumni Site. • Data you post on the Alumni Site, such as on the chat pages. • Responses to online surveys that we use for research and quality control purposes. • Details on (former) compensation and payroll. • Details on (former) position. • Birth year when necessary for specific purposes • Personal Information we already have in our Accenture Group systems such as (former) Enterprise ID, (former) office location, telephone number, home address and education or training – this to verify your identity when registering on our Alumni Site.
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7.1.4. In addition, for recruitment/employment purposes and to provide assessment and HR consultancy services to our clients, Accenture Group may process the Personal Information set out in the table below:

<p>Additional personal details, contact details and identifiers/demographics.</p>	<p>In addition to the personal details listed above, the Accenture Group may collect additional personal details for recruitment/employment purposes, such as -</p> <ul style="list-style-type: none"> • National identification number, passport numbers, insurance information; • Marital/civil partnership status, domestic partners, dependents; • Emergency contact information, military history; • Professional/personal calendar availability/scheduling information for meeting/communication purposes; • Physical and postal address, date of birth, age; • Employee disability information, health and safety Records; • Fingerprints and other biometric data where required; and • Time and attendance Records.
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<p>Education information and professional or employment-related information.</p>	<p>Accenture Group may collect information about your education and professional or employment-related information, such as -</p> <ul style="list-style-type: none"> • Employment history and previous experience; • Details of qualifications, skills, and experiences; • Employee performance Records, disciplinary procedures, e-learning/training participation, performance and development reviews; and • CVs, résumés, letters, writing samples, or other written materials submitted
<p>Special Personal Information or sensitive data for recruitment purposes or for providing assessment/HR consultancy services.</p>	<p>Accenture Group may collect certain types of Special Personal Information or sensitive information when permitted by local law, including POPIA, or with your consent, such as -</p> <ul style="list-style-type: none"> • Health/medical information (including disability status), trade union membership information, religion, race or ethnicity, minority flag; • Information on criminal convictions and offences; • Diversity-related personal information for government reporting and internal diversity initiatives; and • Background checks and other sensitive personal information for accommodation of disability, illness, or other legal requirements. <p>Accenture Group collects such Special Personal Information only for specific, legally permitted purposes, including -</p> <ul style="list-style-type: none"> • Accommodating disabilities or medical conditions, and providing related benefits; • Conducting background checks where required by law; and • Supporting diversity and anti-discrimination initiatives, including government reporting and internal monitoring, in compliance with legal obligations and internal policies.
<p>Documentation required under immigration laws.</p>	<p>Accenture Group may collect data on citizenship, passport data, and details of residency or work permit (a physical copy and/or an electronic copy).</p>
<p>Financial information for payroll/benefits purposes</p>	<p>Your banking and other relevant financial details, such as -</p> <ul style="list-style-type: none"> • Income tax reference numbers; and • Remuneration/benefits information (medical aid, pension/provident fund, etc.),

	as required for payroll/benefits purposes.
Talent management information.	Information necessary to complete a background check, including - <ul style="list-style-type: none"> • Details on performance decisions and outcomes,; • Performance feedback and warnings; • E-learning/training programs; • Performance and development reviews (including information you provide when asking for/providing feedback, creating priorities, updating your input in relevant tools); • Driver’s license and car ownership information; and • Information used to populate biographies.
Requested recruitment information	Information requested to provide during the recruitment process, to the extent allowed by applicable law.
Recruitment information you submit	Information that you submit in résumé /CVs, letters, writing samples, or other written materials (including photographs).
Information generated by us during recruitment or during assessments	Information generated by interviewers and recruiters related to you, based on their interactions with you or basic Internet searches where allowed under applicable law.
Recruitment information received from third parties	Information related to you provided by third-party placement firms, recruiters, or job-search websites, clients where applicable.
Audiovisual and transcript information processed during recruitment	Photograph, and images/audio/footage captured on CCTV or other video systems when visiting our office or captured in the course of recruitment events, audio video recording and/or transcript during interviews and assessments.
Recommendations	Recommendations related information provided on your behalf by others.
Immigration	Documentation and related information required under immigration laws.
Employment history and background checks	Information about your prior employment, education, and where applicable and allowed by applicable law, credit history, criminal Records or other information revealed during background screenings.
Diversity related information	Information about race, ethnicity, religion, disability, gender (legal and identity) and/or sexual orientation, for purposes of government reporting where required by law, as well as to

	understand the diversity characteristics of the candidate pool and workforce, subject to legal limits and/or consent.
Assessment information	Information generated by your participation in psychological, technical or behavioural assessments. You will receive more information about the nature of such assessments before your participation in any of them.

7.2. Accenture Group will not use the Personal Information which we collect for any purposes other than those purposes specified in paragraph 7.1 above.

7.3. Categories of Data Subjects and of the Personal Information relating thereto

7.3.1. Accenture Group collects Personal Information directly from the Data Subject and/or from Third Parties, and where Accenture Group obtains Personal Information from Third Parties, Accenture Group will ensure that it either obtains the consent of the Data Subject to do so or will Process the Personal Information where Accenture Group is permitted to do so based on a lawful basis and/or in terms of applicable law.

7.3.2. Data Subjects in respect of which Personal Information is Processed include -

7.3.2.1. Customers of Accenture Group;

7.3.2.2. Service providers and suppliers appointed by Accenture Group;

7.3.2.3. Employees and Personnel of Accenture Group;

7.3.2.4. Job applicants and candidates undergoing recruitment or assessment processes;

7.3.2.5. Visitors to Accenture Group premises, including physical and electronic access Records;

7.3.2.6. Website visitors and users of Accenture Group's digital platforms; and

7.3.2.7. Accenture Group alumni who engage with the Accenture Alumni Network.

7.3.3. Examples of Third Parties from whom Personal Information is collected include -

- 7.3.3.1. Other Accenture Group entities;
- 7.3.3.2. Our Customers when Accenture Group handles Personal Information on their behalf;
- 7.3.3.3. Regulatory bodies;
- 7.3.3.4. Credit reference agencies;
- 7.3.3.5. Other companies providing services to Accenture Group; and
- 7.3.3.6. Where Accenture Group makes use of publicly available sources of information.

7.4. Recipients or categories of recipients to whom Personal Information may be supplied

- 7.4.1. Accenture Group may be required to disclose Personal Information in response to a court order, subpoena, civil discovery request, other legal process, or as otherwise required by law as per statutory authorities and/or the lawful order of any Court or Tribunal. We may disclose Personal Information when we believe disclosure is necessary to comply with the law or to protect the rights, property, or safety of Accenture Group, our Customers, or others.
- 7.4.2. Accenture Group will comply with POPIA before transferring Personal Information to a Third Party who is not a contractor of Accenture Group. Before transferring Personal Information to a Third-Party contractor, such as an authorised service provider, Accenture Group will obtain assurances from the Third Party that it will process Personal Information in a manner consistent with POPIA. Where Accenture Group learns that a Third-Party contractor is using or disclosing Personal Information in a manner contrary to POPIA, Accenture Group will take reasonable steps to prevent such use or disclosure.
- 7.4.3. We reserve the right to disclose and transfer a Data Subject's information, including their Personal Information in connection with a corporate merger, consolidation, the sale of substantially all of our membership interests and/or assets or other corporate change, including to any prospective purchasers.

7.5. Planned Transborder Flows of Personal Information

- 7.5.1. Accenture Group may send Personal Information to a foreign jurisdiction outside of South Africa, including for Processing and storage by Third Parties.
- 7.5.2. When Personal Information is transferred to a jurisdiction outside of the Republic of South Africa, including to any cloud, data centre or server located outside of South Africa, Accenture Group will obtain the necessary consent to transfer the Personal Information to such foreign jurisdiction or may transfer the Personal Information where Accenture Group is permitted to do so in accordance with the provisions applicable to cross-border flows of Personal Information under POPIA.
- 7.5.3. All cross-border transfers of Personal Information shall be authorised by Accenture Group's Information Officer.

7.6. Information Security Measures

- 7.6.1. The security and confidentiality of Personal Information is important to Accenture Group. We have implemented technical, administrative, and physical security measures to protect Personal Information from unauthorised access or disclosure and improper use.
- 7.6.2. We are committed to ensuring that our security measures which protect your Personal Information are continuously reviewed and updated where necessary.
- 7.6.3. In Processing any Personal Information, Accenture Group shall comply with the following minimum technical and organisational security requirements –
 - 7.6.3.1. **Physical Access** – Access to Personal Information is restricted in our offices and only to those Employees who need the Personal Information to perform a specific job / task;
 - 7.6.3.2. **Employee Training** – All Employees with access to Personal Information are kept up to date on our security and privacy practices. After a new policy is added, these Employees are notified and/or reminded about the importance we place on privacy, and what they can do to enhance protection for the Personal Information of all Data

Subjects. This includes training provided for purposes of compliance with POPIA;

- 7.6.3.3. **Unique User Identification** – Employees each have a unique user ID assigned to them, subject to strict confidentiality undertakings in terms of Accenture Group's password and confidentiality policies;
- 7.6.3.4. **Passwords** – Accenture Group shall ensure that there are passwords required for any access to Personal Information in line with its password policies;
- 7.6.3.5. **Physical access and privileges** – Accenture Group ensures that access to Personal Information is limited to Employees on a "need to know" basis, and Accenture Group Employees are required to strictly utilise their unique user ID and applicable passwords to access same. The access to such Personal Information shall be subject to a two-step authorization/authentication process.;
- 7.6.3.6. **Back-ups** – Accenture Group ensures that all Personal Information is backed-up regularly, and that back up testing is conducted regularly in order to ensure that Personal Information can be recovered in the event that such Personal Information is lost, damaged or destroyed;
- 7.6.3.7. **Malware protection** – Accenture Group ensures that its environment has comprehensive malware protection software employed, which software is specifically designed to protect Accenture Group from the most recent malware infections;
- 7.6.3.8. **Vulnerability scanning** – Accenture Group regularly conducts vulnerability scanning in order to assess whether any computers, networks or applications have any vulnerabilities to cyber-attacks;
- 7.6.3.9. **Network configuration** – Accenture Group continuously monitors all designated networks, employs intrusion detection systems and/or intrusion prevention systems, and records any security incidents; and
- 7.6.3.10. **Systems Review** – Accenture Group periodically reviews its technical and organisational systems and procedures to ensure that the

implemented security measures remain effective and are consistently applied across its operations.

8. HOW TO ACCESS THE GUIDE AS DESCRIBED IN SECTION 10 OF THE ACT

- 8.1. The Information Regulator has, in terms of section 10 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. The Guide can be obtained from the Information Regulator's website at [PAIA Guidelines](#), or upon request to the Information Regulator or Information Officer using the prescribed forms and at no charge (accessible [here](#) (requesting from the Information Officer) and [here](#) (requesting from the Information Regulator))
- 8.2. The Guide sets out information which would be reasonably required of any person wishing to exercise any right set out in PAIA. More specifically, the Guide contains a description of, *inter alia* –
 - 8.2.1. the objects of PAIA and POPIA;
 - 8.2.2. the postal and street address, phone and fax number and, if available, electronic mail address of every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA, and section 56 of POPIA;
 - 8.2.3. the manner and form of a request for –
 - 8.2.3.1. access to a Record of a public body contemplated in section 11; and
 - 8.2.3.2. access to a Record of a private body contemplated in section 50;
 - 8.2.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
 - 8.2.5. the assistance available from the Information Regulator in terms of PAIA and POPIA;
 - 8.2.6. 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 –

- 8.2.6.1. an internal appeal;
 - 8.2.6.2. a complaint to the Information Regulator; and
 - 8.2.6.3. an application with a court against a decision by the Information Regulator; and
 - 8.2.6.4. 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 Information Regulator or a decision of the head of a private body;
 - 8.2.7. the provisions of section 51 of PAIA requiring a private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 8.2.8. the provisions of section 52 of PAIA providing for the voluntary disclosure of categories of Records by a private body;
 - 8.2.9. the notices issued in terms of section 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
 - 8.2.10. the regulations made in terms of section 92 of PAIA ("**Regulations**").
- 8.3. The Guide is available in all of the official languages.
 - 8.4. The Guide is accessible on the Information Regulator's website, as well as from the offices of the Information Regulator during normal working hours for inspection, at no charge. A copy of the Guide is also available in the following two official languages [English and Isizulu], for public inspection during normal office hours at Accenture South Africa's offices situated at Building No.3, Waterfall Corporate Campus, 74 Waterfall Drive, Waterfall City, Midrand, 1685, at no charge.
 - 8.5. You may also request a copy of the Guide from Accenture Group by contacting our Information Officer. You may direct any queries to:

The Information Regulator of South Africa

Postal address: P.O. Box 31533, Braamfontein

Johannesburg

2017

Physical address: Woodmead North Office Park

54 Maxwell Dr, Woodmead

Johannesburg, 2191

Telephone: 010 023 5200

Website: <https://infoeregulator.org.za>

E-mail: enquiries@infoeregulator.org.za /
PAIAComplaints@infoeregulator.org.za / POPIAComplaints@infoeregulator.org.za.

9. VOLUNTARY DISCLOSURE

- 9.1. The Accenture Group is not obliged to and has not published a notice in terms of Section 52(2) of PAIA regarding the categories of Records automatically available without a person having to request access thereto in terms of PAIA. Nevertheless, the Accenture Group does make certain information freely available on the Accenture Group website at www.accenture.com, from time to time as well as on several of the other websites operated by the Accenture Group. Certain Records may therefore be accessed voluntarily without a formal PAIA request, and no fee is charged for accessing these Records, which inter alia, include the following:

Accenture's accessibility statement, which can be accessed at [Accessibility Statement | Accenture](#);

- 9.2. Certain information is also made available to employees of the Accenture Group, which is not generally made available to the public. To avoid confusion, these items of information are not listed here but may be obtained by Accenture Group Employees from any group HR office. Examples of such information may include internal policies, guidance documents and operational notices.

10. RECORDS AVAILABLE IN ACCORDANCE WITH LEGISLATION

10.1. Information is retained in terms of the following legislation. The information retained in terms of this legislation will only be made available to the persons or entities specified in the legislation:

- 10.1.1. Basic Conditions of Employment Act, 75 of 1997;
- 10.1.2. Broad-Based Black Economic Empowerment Act, 53 of 2003;
- 10.1.3. Companies Act, 71 of 2008;
- 10.1.4. Compensation for Occupational Injuries and Health Diseases Act, 130 of 1993;
- 10.1.5. Competition Act, 89 of 1998;
- 10.1.6. Constitution of the Republic of South Africa, 1996;
- 10.1.7. Consumer Protection Act, 68 of 2008;
- 10.1.8. Customs and Excise Act, 91 of 1964.
- 10.1.9. Electronic Communications Act, 36 of 2005;
- 10.1.10. Electronic Communications and Transactions Act, 25 of 2002;
- 10.1.11. Employment Equity Act, 55 of 1998;
- 10.1.12. Financial Intelligence Centre Act, 38 of 2001;
- 10.1.13. Income Tax Act, 58 of 1962;
- 10.1.14. Labour Relations Act, 66 of 1995;
- 10.1.15. Occupational Health and Safety Act, 85 of 1993;
- 10.1.16. Promotion of Access to Information Act, 2 of 2000;
- 10.1.17. Pension Funds Act, 24 of 1956;
- 10.1.18. Protection of Personal Information Act, 4 of 2013;

- 10.1.19. Regulation of Interception of Communications and Provision of Communication-Related Information Act, 70 of 2002;
 - 10.1.20. Skills Development Act, 97 of 1998;
 - 10.1.21. Skills Development Levies Act, 9 of 1999;
 - 10.1.22. Trade Marks Act, 194 of 1993;
 - 10.1.23. Unemployment Contributions Act, 4 of 2002;
 - 10.1.24. Unemployment Insurance Act, 63 of 2001;
 - 10.1.25. Value Added Tax Act, 89 of 1991;
- 10.2. Records kept in terms of the above legislation may, in certain instances (and insofar as the information contained therein is of a public nature) be available for inspection without a person having to request access thereto in terms of PAIA, and free of charge. These records can be made available for inspection at our offices situated at Building No.3, Waterfall Corporate Campus, 74 Waterfall Drive, during normal working hours.

11. RECORDS HELD BY THE ACCENTURE GROUP

- 11.1. This section of the Manual sets out the categories and descriptions of Records held by the Accenture Group.
- 11.2. The Accenture Group maintains Records on the following categories and subject matters. However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such Records would be granted. In particular, certain grounds of refusal as set out in PAIA may be applicable to a request for such Records.
- 11.3. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of PAIA.
- 11.4. In the event that there is no extension period or deposit required then the Requester will be notified within 30 days of the outcome of their request. If the request is successful then the Requester will be notified of the access fee payable upon gaining access to the Record (if any), an indication of the form in which the access will be

granted as well as a notice of the Requester's right to lodge an internal appeal (if applicable), a complaint to the Information Regulator, or an application with a court for relief in the event that the Requester is aggrieved by the access fee required or the form of access granted.

- 11.5. If the Record requested contains information about a third party the Accenture Group is obliged to inform them of such request. This serves to allow the third party the opportunity to respond by either granting consent to the access request or to provide reasons why the request should be denied. The reasons provided by the third party either for consent or denying access will be considered by the Information Officer in making a final decision regarding whether access should be granted or refused.
- 11.6. The Records are divided into those that are generic to the Accenture Group and those that relate to specific businesses. Notwithstanding that Records relate to a specific business, you must still make your request to the Accenture Group Information Officer at the address set out above and not to the business directly.
- 11.7. All Records in the possession of the Accenture Group that contain Special Personal Information shall only be provided to the person to whom the Special Personal Information pertains. In the event that the Requester is not the subject of the Special Personal Information then the Requester must submit proof of consent to request such Record for their use on behalf of the Data Subject.

11.8. Generic Records

11.8.1. Internal Records:

11.8.1.1. the following are Records pertaining to the Accenture Group's own affairs and those of its constituent companies:

11.8.1.1.1. Memorandum of Incorporation (Companies Act, 71 of 2008);

11.8.1.1.2. Financial Records;

11.8.1.1.3. Operational Records;

11.8.1.1.4. Intellectual property;

- 11.8.1.1.5. Marketing Records;
 - 11.8.1.1.6. Internal correspondence;
 - 11.8.1.1.7. Product Records;
 - 11.8.1.1.8. Statutory Records (Companies Act, 71 of 2008);
 - 11.8.1.1.9. Internal policies and procedures;
 - 11.8.1.1.10. Records held by officials of the Accenture Group;
 - 11.8.1.1.11. Company registration documents, licenses, and professional certifications applicable to Accenture employees or corporate compliance (Companies Act, 71 of 2008); and
 - 11.8.1.1.12. Minutes of meetings and agreements relevant to corporate governance (Companies Act, 71 of 2008).
- 11.8.2. Personnel Records (these Records can only be requested by the person the Record pertains to)
- 11.8.2.1. Personnel Records include the following:
 - 11.8.2.1.1. Any personnel Records provided to the Accenture Group by its personnel;
 - 11.8.2.1.2. Any Records a third party has provided to the Accenture Group about any of its personnel;
 - 11.8.2.1.3. Conditions of employment and other personnel-related contractual and quasi-legal Records (Basic Conditions of Employment Act, 75 Of 1997);
 - 11.8.2.1.4. Internal evaluation Records;
 - 11.8.2.1.5. Employee Recruitment Records, including applications and letters of appointment;

- 11.8.2.1.6. Performance appraisals and internal evaluation Records;
- 11.8.2.1.7. Remuneration and leave Records;
- 11.8.2.1.8. Employment equity Records and correspondence with relevant authorities (Employment Equity Act 55 of 1998);
- 11.8.2.1.9. Medical aid and pension fund Records (Pension Funds Act 24 of 1956 and National Health Act 61 of 2003);
- 11.8.2.1.10. Health and safety documentation (Occupational Health and Safety Act 85 of 1993); Training and learning/development Records; and
- 11.8.2.1.11. Other internal Records and correspondence.

11.8.3. Other Parties:

- 11.8.3.1. Records are kept in respect of other parties, including without limitation contractors, commercial banks, auditors and consultants, suppliers, joint venture companies and service providers, and general market conditions. In addition, such other parties may possess Records which can be said to belong to the Accenture Group. The following Records fall under this category:
 - 11.8.3.1.1. Personnel, Customer, or Accenture Group Records which are held by another party as opposed to being held by the Accenture Group; and
 - 11.8.3.1.2. Records held by the Accenture Group pertaining to other parties, including financial Records, correspondence, contractual Records, Records provided by the other party, and Records third parties have provided about the contractors or suppliers.

11.8.4. Other records:

11.8.4.1. this Manual (PAIA).

12. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

12.1. The Accenture Group **must** legitimately refuse to grant access to Records that fall within certain categories. The grounds to refuse access to a particular Record/s include:

- 12.1.1. Records which contain Personal Information of a third party and must be protected from unreasonable disclosure, including Records of a deceased person;
- 12.1.2. Records which contain third party commercial information that must be protected from unreasonable disclosure, including Records that contain –
 - 12.1.2.1. trade secrets, or
 - 12.1.2.2. financial, commercial, scientific or technical information, the disclosure of which would likely cause harm to the commercial or financial interests of that third party;
- 12.1.3. disclosure of a Record would result in a breach of duty of confidence owed in terms of an agreement to a third party;
- 12.1.4. disclosure of a Record would result in an individual's life being endangered;
- 12.1.5. disclosure of a Record would prejudice or impair the security of property;
- 12.1.6. disclosure of a Record would prejudice or impair the protection of a person under witness protection;
- 12.1.7. disclosure of a Record would prejudice or impair public safety;
- 12.1.8. disclosure of a Record is privileged in terms of legal proceedings, unless such privilege has been waived;
- 12.1.9. disclosure of a Record would harm the commercial and financial interests of the Accenture Group, including Records that contain –

12.1.9.1. trade secrets,

12.1.9.2. financial, commercial, scientific or technical information;

12.1.10. disclosure of a Record would put the Accenture Group at a disadvantage in contractual or other negotiations or prejudice it in commercial competition; and

12.1.11. disclosure of the research of the Accenture Group or a third party on behalf of the Accenture Group would expose the Accenture Group, or such third party, the researcher or the subject matter of the research to serious disadvantage.

12.2. In the event that the requested Record cannot be located and it is believed that the Record does not exist or merely cannot be located, then the Accenture Group will inform the Requester by way of affidavit or affirmation of the reason for delay or inability to locate the Record.

13. REMEDIES AVAILABLE IN REFUSAL OF A REQUEST FOR INFORMATION

13.1. Accenture Group does not have any internal appeal procedures that may be followed if a request to access information has been refused.

13.2. If you are not satisfied with the outcome of your request, you are entitled to lodge a complaint to the Information Regulator, subject to the provisions of PAIA, within 180 days of receipt of the decision from the Information Officer.

13.3. Subject to the provisions of PAIA, a Requester who is dissatisfied with an Information Officer's refusal to disclose information, may after exhausting the Information Regulator's complaint procedure and within 180 days of receipt of the decision from the Information Regulator regarding the complaint, apply to a Court of competent jurisdiction for relief in terms of section 82 of PAIA.

13.4. Likewise, a third party dissatisfied with an Information Officer's decision to grant a request for information, may after exhausting the Information Regulator's complaint procedure and within 180 days of receipt of the decision from the Information Regulator regarding the complaint, apply to a Court of competent jurisdiction for relief, in terms of section 82 of PAIA.

14. PRESCRIBED FORMS AND FEE STRUCTURE

The forms and fee structure prescribed under PAIA are available from the PAIA Guides found on the Information Regulator's website. The PAIA Guidelines are accessible [here](#) and the PAIA Forms are accessible [here](#)

ANNEXURE A - THE ENTITIES COMPRISING THE ACCENTURE GROUP

THE ACCENTURE GROUP
comprises of each of the following-
HOLDING COMPANY
Accenture (South Africa) Proprietary Limited (Registration number: 2001/007340/07)
SUBSIDIARY COMPANIES
Accenture Song Production Studios (South Africa) Proprietary Limited (Registration number: 2014/175740/07)
Accenture Africa Proprietary Limited (Registration number: 2001/019169/07)
Accenture Mzansi Proprietary Limited (Registration number: 1999/001201/07)
Accenture Technology Solutions Proprietary Limited (Registration No: 2001/019179/07)
King James Group Proprietary Limited (Registration No: 2021/641125/07)
Accenture Song Brand Johannesburg Proprietary Limited (Registration No: 2012/209907/07)
Accenture Song Brand Cape Town Proprietary Limited (Registration No: 2007/020938/07)
Accenture Song Digital (South Africa) Proprietary Limited (Registration No: 1999/018206/07)
Accenture Song Media (South Africa) Proprietary Limited (Registration No: 2016/284271/07)
Partners In Performance (South Africa) Proprietary Limited (Registration No: 2006/036872/07)
PIPWARE (South Africa) Proprietary Limited (Registration No: 2014/153721/07)
RELATED GROUP COMPANIES, AND OTHER JURISTIC PERSONS
Accenture Services Proprietary Limited (Registration number: 1999/003976/07)

Accenture Foundation (South Africa) Trust IT 7688/04(T)

Accenture (South Africa) Education Trust IT1556/01(T)

Accenture Umbrella Retirement Fund

When submitting a request, please provide the Information Officer with as much information as possible about the Record and the entity to which it relates to enable the Record to be located quickly and efficiently, should your request be granted.

ANNEXURE B - FORM 2 - PRESCRIBED FORM FOR REQUEST FOR ACCESS TO RECORD

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	
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>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<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: <i>(State Rank, Name And Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

ANNEXURE C - FORM 3 -OUTCOME OF REQUEST AND OF FEES PAYABLE

FORM 3
OUTCOME OF REQUEST AND OF 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.

TO:

Reference number:

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 B.	
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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 (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)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

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4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

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 Nr: _____
 Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

 Information officer