

**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 No. 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 named below is appointed in respect of the Accenture Group as a whole and in respect of each individual entity constituting the Accenture Group.
- 1.4. The Manual may be amended from time to time and as soon as any amendments have been affected, the latest version of the Manual will be published and distributed in accordance with PAIA.
- 1.5. 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.
- 1.6. The definitions provided in this Manual are solely for the purpose of this Manual and are not to be taken as applicable to PAIA.
- 1.7. 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 and related group companies. The South African entities comprising the Accenture Group are listed in Annexure A 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”**;

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- 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 Accenture;
- 2.2.4. **“Data Subject”** means the person to whom the Personal Information relates;
- 2.2.5. **“Employee”** means any person who works for, or provides services to, or on behalf of Accenture, 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 published in compliance with Section 51 of PAIA;
- 2.2.8. **“PAIA”** means the Promotion of Access to Information Act, 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 and includes information relating to an identifiable natural person, 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;

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- 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 No. 4 of 2013;
- 2.2.12. **“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;
- 2.2.13. **“Request”** means a request for access to a record of the Accenture Group;
- 2.2.14. **“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;
- 2.2.15. **“Special Personal Information”** means "special personal information" as defined in POPIA, and includes –
- 2.2.15.1. 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

2.2.15.2. the criminal behaviour of a Data Subject to the extent that such information relates to –

2.2.15.2.1. the alleged commission by the Data Subject of any offence; or

2.2.15.2.2. any proceedings in respect of any offence allegedly committed by a Data Subject or the disposal of such proceedings; and

2.2.16. "**Third-Party**" means any independent contractor, agent, consultant, sub-contractor or other representative of Accenture.

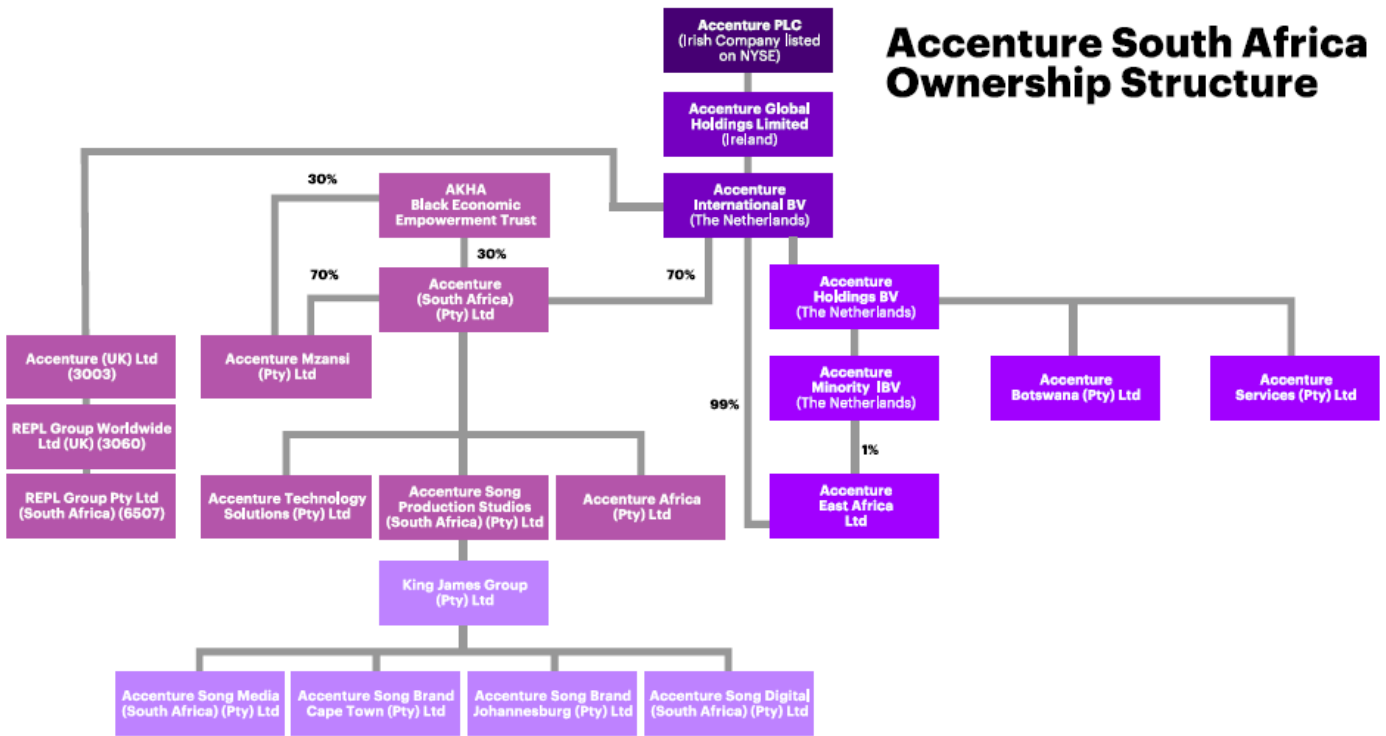
2.3. Terms defined in PAIA shall have the same meaning in this Manual.

### 3. **ACCENTURE GROUP OVERVIEW**

3.1. The Accenture Group is a leading global professional services group, providing a broad range of services and solutions in strategy & consulting, interactive, technology and operations. The Accenture Group manages its business through three geographic markets – North America, Europe, and Growth Markets.

3.2. The simplified view of the Accenture Group company structure and its primary businesses is as follows:

## ACCENTURE SOUTHERN / EASTERN AFRICA OWNERSHIP STRUCTURE



### Accenture South Africa Ownership Structure



\*All 100% owned unless otherwise specified

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**ACCENTURE GROUP MARKETS AND SERVICES**

- **Strategy & Consulting**
  - Strategies to Accelerate Digital Transformation
  - Enhancing Growth / Profitability to Deliver Sustainable Value
  - Deep Industry / Functional Expertise
  - Applied Intelligence
  - Innovation Hubs
  - Connected Products / Platforms
- **Technology**
  - Cloud
  - Systems Integration / Application Management
  - Security
  - Intelligent Platform Services
  - Infrastructure
  - Software Engineering
  - Labs / Ventures
  - Ecosystem Alliances
- **Interactive**
  - Meaningful Experiences to Drive Growth And Value
  - Growth, Product & Culture Design
  - Technology & Experience Platforms
  - Creative, Media & Marketing Strategy
  - Campaign, Content & Channel Orchestration
- **Operations**
  - Business Process Services
  - Function-Specific
  - Finance & Accounting / Procurement / Supply Chain / Marketing
  - Industry-Specific
  - Banking / Insurance / Health Care



## ACCENTURE GROUP AFRICA OPERATING STRUCTURE



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

#### 4. AVAILABILITY OF THIS MANUAL

4.1. A copy of this Manual is available on our website [www.accenture.co.za](http://www.accenture.co.za) or by sending a request for a copy to the Information Officer by email. 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.

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 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.

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- 5.3. Please note that Requesters are also required to make payment of the prescribed fees. This issue is dealt with more fully below.
  - 5.4. Requests for access to records must be made to our Information Officer at the address, fax number or electronic mail address provided for in paragraph 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.
  - 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.
- 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

<b>Name of Private Body</b>	Accenture (South Africa) Proprietary Limited
<b>Head of Private Body</b>	Chief Executive Officer: Vukani Mngxati
<b>Information Officer (Duly designated by the Head of Private Body)</b>	Anita Sadie
<b>Deputy Information Officer (s)</b>	
<b>Email address of Information Officer and Deputy Information Officer(s)</b>	<a href="mailto:DataPrivacyOfficer@accenture.com">DataPrivacyOfficer@accenture.com</a>

<b>Postal address</b>	PO Box 1587 Kelvin 2054
<b>Street address</b>	Building No.3, Waterfall Corporate Campus 74 Waterfall Drive Waterfall City Midrand 1685
<b>Phone number</b>	+27 11 208 3000
<b>Fax number</b>	+27 11 507 5400

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

### 7.1. Purpose of Accenture'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 data 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.
- 7.1.3. We use the Personal Information we collect to serve our Customers, consider applicants, and market and promote our services. Some examples include –
- 7.1.3.1. Facilitating the provision of our services to Customers;
  - 7.1.3.2. Processing Personal Information on behalf of some Customers, as part of certain services we may offer;
  - 7.1.3.3. Employment related purposes such as recruitment of internal and external candidates, administering payroll, background checks;

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- 7.1.3.4. Communicating with our Customers, suppliers and contractors by email, telephone, or text message, in accordance with their wishes;
  - 7.1.3.5. Responding to questions and feedback;
  - 7.1.3.6. Conducting research and analysis;
  - 7.1.3.7. Preventing, discovering and investigating violations of Accenture's privacy policies and statements, and investigating fraud, chargebacks or other matters;
  - 7.1.3.8. Contacting Customers with regard to their use of Accenture's services and, in Accenture's discretion, changes to the policies relating thereto;
  - 7.1.3.9. Compliance with applicable laws and policies (including complying with request from regulators);
  - 7.1.3.10. Management of disputes; and
  - 7.1.3.11. Audits;
  - 7.1.3.12. for such other purposes to which the Data Subject may consent from time to time; and
  - 7.1.3.13. for such other purposes as authorised in terms of applicable law.
- 7.2. Accenture Group will not use the Personal Information which we collect for any purposes other than those purposes specified in paragraph 7.1.3 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 Customers of Accenture Group.

7.3.3. Examples of Third Parties from whom Personal Information is collected include other Accenture Group entities; our Customers when Accenture Group handles Personal Information on their behalf; regulatory bodies; credit reference agencies; other companies providing services to Accenture Group and 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.

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## 7.5. Planned Transborder Flows of Personal Information

- 7.5.1. In carrying out any cross-border transfers, Accenture Group shall adhere to the provisions of POPIA.
- 7.5.2. 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.
  - 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.

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- 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.
- 7.6.3.10. **System's Review** – Accenture Group conducts regular reviews of its technical and organisational security measure system in order to ensure that all of the above security measures are functioning effectively and applied consistently.



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**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.
- 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

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- 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, or you may request a copy of the Guide from Accenture Group by contacting our Information Officer. You may also direct any queries to:

The Information Regulator of South Africa

Postal address: P.O. Box 31533, Braamfontein

Johannesburg

2017

Physical address: JD House, 27 Stiemens Street

Braamfontein

Johannesburg, 2001

Telephone: 012 406 4818

Fax: 086 500 3351

Website: <https://www.justice.gov.za/inforeg/index.html>

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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.co.za](http://www.accenture.co.za), from time to time as well as on several of the other websites operated by the Accenture Group.
- 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.

## 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. Companies Act 71 of 2008;
  - 10.1.2. Income Tax Act 58 of 1962;
  - 10.1.3. Value Added Tax Act 89 of 1991;
  - 10.1.4. Constitution of the Republic of South Africa, 1996;
  - 10.1.5. Pension Funds Act 24 of 1956;
  - 10.1.6. POPIA;
  - 10.1.7. Regulation of Interception of Communications and Provision of Communication-Related Information Act 70 of 2002;
  - 10.1.8. Labour Relations Act 66 of 1995;
  - 10.1.9. Basic Conditions of Employment Act 75 of 1997;

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- 10.1.10. Employment Equity Act 55 of 1998;
  - 10.1.11. Skills Development Act 97 of 1998;
  - 10.1.12. Skills Development Levies Act 9 of 1999;
  - 10.1.13. Unemployment Insurance Act 63 of 2001;
  - 10.1.14. Unemployment Contributions Act 4 of 2002;
  - 10.1.15. Compensation for Occupational Injuries and Health Diseases Act 130 of 1993;
  - 10.1.16. Occupational Health and Safety Act 85 of 1993;
  - 10.1.17. Trade Marks Act 194 of 1993;
  - 10.1.18. Competition Act, 89 of 1998; and
  - 10.1.19. Customs and Excise Act, 91 of 1964.
- 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.

## **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 approach a court via application proceedings for relief in the event that the Requester is against the payment of the required access fee and/or the procedure.

- 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;

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;

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- 11.8.1.1.6. Internal correspondence;
  - 11.8.1.1.7. Product records;
  - 11.8.1.1.8. Statutory records;
  - 11.8.1.1.9. Internal policies and procedures; and
  - 11.8.1.1.10. Records held by officials of the Accenture Group.

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;
- 11.8.2.1.4. Internal evaluation records; and
- 11.8.2.1.5. 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.

## 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 contain Personal Information of a third party and must be protected from unreasonable disclosure, including records of a deceased person;
- 12.1.2. records 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 once a request to access information has been refused.
- 13.2. The decision of the Information Officer or deputy information officer is final.
- 13.3. When a Requester is not satisfied by a decision made by the Information Officer of the Accenture Group, for example for refusing access, for imposing fees, or for extending the time period in which the response is due, the Requester may, within 180 days of receiving the decision, (i) submit a complaint to the Information Regulator in the prescribed manner and form; or (ii) apply to a court of competent jurisdiction for appropriate relief.



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**14. PRESCRIBED FORMS AND FEE STRUCTURE**

The forms prescribed under PAIA located under Annexure A of the Regulations, as well as the fee structure prescribed under PAIA located under Annexure B of the Regulations, are available from the Government Gazette No. 45057 R.757/2021 accessible [here](#).

## Annexure A

<b>THE ACCENTURE GROUP</b>
<b>HOLDING COMPANY</b>
Accenture (South Africa) Proprietary Limited (Registration number: 2001/007340/07)
<b>SUBSIDIARY COMPANIES</b>
Accenture Interactive (South Africa) (Pty) Ltd (Registration number: 2014/175740/07)
Accenture Africa (Pty) Ltd (Registration number: 2001/019169/07)
Accenture Mzansi (Pty) Ltd (Registration number: 1999/001201/07)
Accenture Technology Solutions (Pty) Ltd (Registration No: 2001/019179/07)
King James Group (Pty) Ltd (Registration No: 2021/641125/07)
Accenture Song Brand Johannesburg (Pty) Ltd (Registration No: 2012/209907/07)
Accenture Song Brand Cape Town (Pty) Ltd (Registration No: 2007/020938/07)
Accenture Song Digital (South Africa) (Pty) Ltd (Registration No: 1999/018206/07)
Accenture Song Media (South Africa) (Pty) Ltd (Registration No: 2016/284271/07)
<b>RELATED GROUP COMPANIES</b>
Accenture Services (Pty) Ltd (Registration number: 1999/003976/07)
REPL Group (Pty) Ltd (Registration number. 2018/464959/07)

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		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<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			
<b>TYPE OF RECORD</b> <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			

<b>FORM OF ACCESS</b> <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	

<b>MANNER OF ACCESS</b> <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>	

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

<b>FEES</b>	
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*

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**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 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.

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 B.	
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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 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		
<b>TOTAL:</b>			

**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