

iResults (Pty) Ltd

Company Registration Nr: 2015 / 184069 / 07

Prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

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1. LIST OF ACRONYMS AND ABBREVIATIONS

Abbreviation	Meaning
CEO	Chief Executive Officer
IO	Information Officer
Minister	Minister of Justice and Correctional Services
PAIA	Promotion of Access to Information Act No. 2 of 2000 (as amended)
POPIA	Protection of Personal Information Act No. 4 of 2013
Regulator	Information Regulator of South Africa
Republic	Republic of South Africa
WOI	The World of Impact (Pty) Ltd

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to:

- 2.1 Check the categories of records held by iResults which are available without a person having to submit a formal PAIA request;
- 2.2 Have a sufficient understanding of how to request access to a record of iResults, by describing the subjects on which iResults holds records and the categories of records held on each subject;
- 2.3 Know the description of the records of iResults which are available in accordance with any other legislation;
- 2.4 Access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;
- 2.5 Know the description of the guide on how to use PAIA, as updated by the Regulator, and how to obtain access to it;
- 2.6 Know if iResults will process personal information, the purpose of such processing and the description of the categories of data subjects and the information relating thereto;
- 2.7 Know the recipients or categories of recipients to whom personal information may be supplied;

2.8 Know whether iResults has planned to transfer or process personal information outside the Republic of South Africa; and

2.9 Know whether iResults has appropriate security measures to ensure the confidentiality, integrity and availability of personal information.

Note: iResults does not operate a newsletter, social media channels, or stakeholder mapping processes. Those activities are managed exclusively by The World of Impact (Pty) Ltd. This manual reflects the narrower scope of iResults own data processing activities.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

3.1 Information Officer

Name:	Alrien van der Walt
Title:	Director
Email:	alrien@i-results.com
Privacy enquiries:	alrien@i-results.com
Telephone:	+27 082 323 5137

3.2 National / Head Office

Physical Address:	168 Mollyhawk Close, Grotto Bay Private Nature Reserve, Swartland, South Africa
Website:	www.i-results.com
General Email:	alrien@i-results.com

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1 The Regulator has, in terms of Section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner.

4.2 The Guide is available in each of the official languages and in braille.

4.3 The Guide contains a description of the objects of PAIA and POPIA; contact details of Information Officers; the manner and form of requests for access; assistance available from the IO and the Regulator; all legal remedies available; provisions relating to the compilation of manuals; voluntary disclosure provisions; fee notices; and regulations made in terms of Section 92.

4.4 Members of the public can inspect or make copies of the Guide from the offices of the Regulator during normal working hours.

4.5 The Guide can also be obtained:

4.5.1 Upon request to the Information Officer; and

4.5.2 From the website of the Regulator: <https://www.justice.gov.za/inforeg/>

5. CATEGORIES OF RECORDS AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following categories of records are available without a formal PAIA request:

Category of Records	Types of Record	Available on Website	Available Upon Request
PAIA Manual	This manual	Yes	Yes
Privacy Policy	Privacy Policy document	Yes	Yes
Service Information	Description of consulting services offered by iResults	Yes	Yes
Publications	Published articles, case studies, reports	Yes	Yes
Contact Information	IO details, general enquiry contacts	Yes	Yes

6. DESCRIPTION OF RECORDS AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Company / CC registration documents	Companies Act 71 of 2008; Close Corporations Act 69 of 1984
Annual financial statements	Companies Act 71 of 2008; Income Tax Act 58 of 1962
Tax and VAT records	Income Tax Act 58 of 1962; Value-Added Tax Act 89 of 1991
Employment contracts, payroll records	Labour Relations Act 66 of 1995; Basic Conditions of Employment Act 75 of 1997
UIF and PAYE records	Unemployment Insurance Act 63 of 2001; Income Tax Act 58 of 1962
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Privacy Policy / POPIA records	Protection of Personal Information Act 4 of 2013
B-BBEE certificate	Broad-Based Black Economic Empowerment Act 53 of 2003
Electronic communications records	Electronic Communications and Transactions Act 25 of 2002

7. DESCRIPTION OF SUBJECTS ON WHICH IRESULTS HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

Subject	Categories of Records
Governance & Company Records	Company registration documents, founding documents, director records, annual financial statements, tax clearance certificates, B-BBEE certificates
Human Resources	Employment and performance records, disciplinary records, UIF and PAYE records
Financial Records	General ledger, bank statements, client invoices and payment records, supplier and procurement records, project budgets, VAT records
Client & Project Records	Client contracts and scopes of work, project plans and facilitation materials, 100-Day Challenge delivery documents, MEL and results reports, client correspondence, participant attendance registers and feedback forms
Contracts & Legal	Client service agreements, subcontractor and partnership agreements, NDAs, IP and licensing agreements, legal opinions
IT & Data Records	Website visitor and contact form data, Jotform submission data, email correspondence records, Google Analytics data (anonymised), IT access logs
Communications & Publications	Published articles, case studies and reports, website content and blog posts, branded materials and design assets

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

iResults processes personal information for the following purposes:

- To respond to enquiries submitted through the website contact form;
- To manage client relationships and deliver professional consulting services;
- To manage event and workshop registrations;
- To fulfil contractual and legal obligations to clients and staff;
- To administer employment and contractor relationships; and
- To improve our website based on anonymised usage analytics.

Note: iResults does not currently (2026) operate a newsletter, social media channels, or stakeholder mapping process. All such activities are managed by The World of Impact (Pty) Ltd.

8.2 Categories of Data Subjects and Categories of Personal Information

Categories of Data Subjects	Personal Information That May Be Processed
Website visitors and enquirers	Name, email address, phone number (optional), organisation, message content
Workshop and event participants	Name, email address, organisation, job title, dietary or accessibility requirements, attendance record
Clients and client representatives	Name, organisation, job title, contact details, contractual records
Employees and independent contractors	Name, identity number, address, qualifications, payroll and banking details, leave and disciplinary records
Suppliers and service providers	Name, registration number, VAT number, address, banking details

8.3 Recipients or Categories of Recipients to Whom Personal Information May Be Supplied

Category of Personal Information	Recipients or Categories of Recipients
Website usage data (anonymised)	Google LLC (Google Analytics) — USA
Contact form and registration data	Jotform Inc. — USA
Employee identity and tax information	South African Revenue Service (SARS)
Employee payroll and UIF registration	Department of Employment and Labour; UIF
Qualification verification data	South African Qualifications Authority (SAQA)
Banking and payment details (suppliers/staff)	Relevant financial institutions

8.4 Planned Transborder Flows of Personal Information

iResults transfers personal information outside the Republic of South Africa in the following limited instances:

Service Provider	Country / Region	Category of Personal Information
Jotform Inc.	United States of America	Contact form and event registration data
Google LLC	United States of America	Anonymised website analytics data

All transborder transfers are conducted in accordance with Section 72 of POPIA. iResults ensures that recipients outside South Africa are subject to laws or agreements providing adequate equivalent protection.

8.5 General Description of Information Security Measures

- Password protection and role-based access controls on all systems containing personal information;
- Encryption of personal information in transit using SSL/TLS protocols;
- Use of reputable, security-certified third-party platforms (Jotform, Google);
- Antivirus and anti-malware software on all organisational devices;
- Regular software updates and security patches;
- Restriction of access to personal information to authorised personnel only, on a need-to-know basis;
- Regular data backups; and
- Staff awareness of data protection obligations under POPIA.

9. AVAILABILITY OF THIS MANUAL

A copy of this manual is available:

9.1 On the website of iResults: www.i-results.com

9.2 At the head office of iResults for public inspection during normal business hours (Monday to Friday, 09:00 to 17:00);

9.3 To any person upon request, free of charge for the first copy; and

9.4 To the Information Regulator upon request.

10. UPDATING OF THIS MANUAL

The Information Officer of iResults will on a regular basis — and at least annually — update this manual. All previous versions will be archived and made available upon request.

Issued by:



Alrien van der Walt

Director and Information Officer
iResults

Date: 13 July 2026