APPENDIX 2

INFORMATION PRIVACY QUESTIONNAIRE
FOR PRE-TESTING
HOUSEHOLD QUESTIONNAIRE – INFORMATION PRIVACY – PRE-TESTING

Respondent number

Telephone code

Hello, I'm ____________ from the Bureau of Market Research and we are conducting research about important national issues. I would like to speak to the person in the household who most recently celebrated his or her birthday, provided he or she is 18 years or older.

"Birthday" respondent identified | 1 | "Other" respondent identified | 2

I'm ____________ from the Bureau of Market Research and we are conducting research about important national issues. I would like to ask you a few questions. There are no right or wrong answers, and all your answers are treated as confidential. Your name will not be connected to the answers you provide.

When you buy from companies, they sometimes require some of your personal information (such as your name, address, telephone number) before the sale can take place. And when they have your information, they sometimes use this to send you communication (like advertising material). I am going to ask you questions on how you feel about companies who collect and use your information. Remember, there are no right or wrong answers.

Each time I am going to read you a statement. Please tell me whether you disagree strongly, disagree slightly, neither agree nor disagree, agree slightly or agree strongly with each statement.

(READ EACH ITEM) – do you disagree strongly, disagree slightly, neither agree nor disagree, agree slightly, or agree strongly?

<table>
<thead>
<tr>
<th>1. Companies generally ask for too much personal information from consumers.</th>
<th>Disagree strongly</th>
<th>Disagree slightly</th>
<th>Neither agree nor disagree</th>
<th>Agree slightly</th>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Legislation should prevent a company from sharing my personal information with other companies without my permission.</th>
<th>Disagree strongly</th>
<th>Disagree slightly</th>
<th>Neither agree nor disagree</th>
<th>Agree slightly</th>
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</table>

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<thead>
<tr>
<th>3. I am confident that I can prevent companies from collecting personal information that I would like to keep secret.</th>
<th>Disagree strongly</th>
<th>Disagree slightly</th>
<th>Neither agree nor disagree</th>
<th>Agree slightly</th>
<th>Agree strongly</th>
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<td></td>
<td>Disagree strongly</td>
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<td>4. Companies always provide their customers with the opportunity to request the removal of their names and addresses from records that are sold to other companies.</td>
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<tr>
<td>5. Most companies collect personal information from consumers in order to provide them with products and services to better suit their needs.</td>
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<tr>
<td>6. I would request a company to remove my personal information from their records if I suspected that they were misusing my information.</td>
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<tr>
<td>7. Companies must have privacy protection policies to make provision for customers who would not like to receive unrequested advertising material.</td>
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<tr>
<td>8. Too many companies call consumers at their homes to sell products and services to them.</td>
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<tr>
<td>9. I feel it is important to have access to the personal information companies keep of me.</td>
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<td>10. Companies have adequate measures in place to ensure that all personal information in their records is accurate.</td>
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<td>11. Consumers are not interested in getting information about new products and services from companies with which they have not done business before.</td>
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<td>12. Personal information is not safe while stored in a company's records.</td>
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<tr>
<td>13. Companies should have privacy protection policies indicating that no personal information will be provided to other companies without consent from their customers.</td>
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<td>14. I would support any initiatives that will enable me to stop companies from sending me unrequested advertising material.</td>
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<td></td>
<td>Disagree strongly</td>
<td>Disagree slightly</td>
<td>Neither agree nor disagree</td>
<td>Agree slightly</td>
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<tr>
<td>15. I am satisfied about the control I have over the ways companies use my personal information.</td>
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<td>16. Government should restrict companies to collect only the information needed for a specific transaction.</td>
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<tr>
<td>17. Companies never collect personal information for one reason and then use it for another purpose.</td>
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<tr>
<td>18. Most companies allow their consumers to have access to their personal information kept by the companies.</td>
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<tr>
<td>19. Government should do more to protect the safety of personal information.</td>
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<td>20. I am concerned about the possible misuse of my personal information by companies.</td>
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<td>21. I would request to having my personal information removed from any company's records if they sell the information to others.</td>
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<tr>
<td>22. Companies regularly share personal information with other companies without the permission of the individuals to whom the information belong.</td>
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<td>23. I feel concerned that companies do not devote enough time and effort to ensure that my personal information is accurate while in their possession.</td>
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<td>24. Companies should have privacy protection policies indicating the reasons for collecting personal information from consumers.</td>
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<tr>
<td>25. I feel it is unacceptable when a company shares my personal information with other companies so that they can offer their products and services to me.</td>
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<td>26. Companies seldom collect personal information from consumers without their permission.</td>
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<tr>
<td>Question</td>
<td>Disagree strongly</td>
<td>Disagree slightly</td>
<td>Neither agree nor disagree</td>
<td>Agree slightly</td>
<td>Agree strongly</td>
<td>Don't know</td>
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<tr>
<td>27. I am concerned when companies do not provide me with an opportunity to remove my name and address from any records that it provides to other companies.</td>
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<tr>
<td>28. I am satisfied when companies collect my personal information as a means to provide me with products and services which better suit my needs.</td>
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<td>29. Companies should use independent auditing firms to confirm that they use the personal information of consumers as promised in the companies' privacy policies.</td>
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<td>30. It bothers me that I receive so many unrequested advertising material that is of no interest to me.</td>
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<tr>
<td>31. I do not mind when companies use my personal information for other purposes than those provided when they collected my information.</td>
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<td>32. I would support a company's efforts that will ensure that my personal information is safely kept.</td>
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<tr>
<td>33. I am uncomfortable when companies share my personal information with other companies without asking my permission first.</td>
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<tr>
<td>34. Companies regularly share personal information of consumers with other companies, so that these other companies could offer products and services to consumers.</td>
<td>1</td>
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<td>35. I do not mind when I receive telephone calls at my home from companies wanting to sell products and services to me.</td>
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<tr>
<td>36. Most consumers have control over the ways their personal information is used by companies.</td>
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<td>37. Government should limit companies' use of personal information to only that purpose for which it was collected.</td>
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<tr>
<td>Question</td>
<td>Disagree strongly</td>
<td>Disagree slightly</td>
<td>Neither agree nor disagree</td>
<td>Agree slightly</td>
<td>Agree strongly</td>
<td>Don’t know</td>
<td>Refuse</td>
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<td>38. Consumers’ personal information is often misused by companies.</td>
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<tr>
<td>39. I do not mind to provide a lot of personal information if I think it is necessary.</td>
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<tr>
<td>40. Government should limit unrequested advertising material sent to consumers.</td>
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<tr>
<td>41. I am pleased when I receive information about new products and services from companies with which I have not done business before.</td>
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<tr>
<td>42. Companies send consumers too many unrequested advertising material that is not of interest to them.</td>
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<tr>
<td>43. Companies should have privacy protection policies indicating how they will protect the customer’s information while it is in their possession.</td>
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<tr>
<td>44. I fear that my personal information may not be safe while stored in a company’s records.</td>
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<tr>
<td>45. I would refuse to provide my personal information to a company who can not provide reasons why they want to collect my personal information.</td>
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</table>

Please answer Yes or No to the following questions:

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
<th>Don’t know</th>
<th>Refuse</th>
</tr>
</thead>
<tbody>
<tr>
<td>46. Have you ever refused to give information to a company because you thought it was not really needed or it was too personal?</td>
<td>1</td>
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<tr>
<td>47. Have you ever requested a company to remove your name and address from records that they use for marketing purposes?</td>
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<td>2</td>
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<td>4</td>
</tr>
<tr>
<td>48. Have you ever notified a company that you do not want to receive their unrequested advertising material?</td>
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<tr>
<td>49. Have you ever requested that a company not share your personal information with any other company?</td>
<td>1</td>
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</tr>
<tr>
<td>50. Have you ever requested a company to inform you which measures they use to keep your personal information safe?</td>
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<tr>
<td>51. Have you ever personally been a victim of a situation you felt was an invasion of your private information?</td>
<td>1</td>
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</tr>
</tbody>
</table>
52. Are you aware of any options to remove your name from records of companies?  
<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>Don't know</th>
<th>Refuse</th>
</tr>
</thead>
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<tr>
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</table>

53. Have you ever purchased anything via the Internet?  
<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>Don't know</th>
<th>Refuse</th>
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<tbody>
<tr>
<td>1</td>
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</table>

54. Do you make use of Internet banking services?  
<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>Don't know</th>
<th>Refuse</th>
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55. During the past year, have you personally bought something from a catalogue or brochure sent to you?  
<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>Don't know</th>
<th>Refuse</th>
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<td>1</td>
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56. During the past year, have you personally bought any product or service offered to you by a telephone call?  
<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>Don't know</th>
<th>Refuse</th>
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<td>1</td>
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</table>

57. During the past year, have you personally called a toll-free (0800) number to order something?  
<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>Don't know</th>
<th>Refuse</th>
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</table>

To what extent do you agree or disagree with each of the following statements? (READ EACH ITEM) – do you disagree strongly, disagree slightly, agree slightly, or agree strongly?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Disagree strongly</th>
<th>Disagree slightly</th>
<th>Agree slightly</th>
<th>Agree strongly</th>
<th>Don’t know</th>
<th>Refuse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumers have lost all control over how personal information is collected and used by companies.</td>
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<td>2</td>
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<tr>
<td>Most businesses handle the personal information they collect about consumers in a proper and confidential way.</td>
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<tr>
<td>Existing laws and organisational practices provide a reasonable level of protection for consumer privacy.</td>
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Finally, I have a few questions that are for classification purposes only and will be treated as confidential.

(Interviewer) If person asks why certain demographic and personal questions are asked?

We do so to properly generalise survey results to the greater population. Your answers will help us to ensure that we have sufficient variety among our respondents. As you may already know, we never disclose the identity of any one individual, therefore we do not ask your name or surname in this survey. Your answers will always be kept strictly confidential.

61. What is your year of birth? ___________ (please enter as a four-digit number, e.g. 1969)
62. What is your home language?

<table>
<thead>
<tr>
<th>Language</th>
<th>Count</th>
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<tbody>
<tr>
<td>English</td>
<td>1</td>
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<tr>
<td>Afrikaans</td>
<td>2</td>
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<td>Xhosa</td>
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<td>Zulu</td>
<td>4</td>
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<tr>
<td>Setswana</td>
<td>5</td>
</tr>
<tr>
<td>Sesotho</td>
<td>6</td>
</tr>
<tr>
<td>Sepedi</td>
<td>7</td>
</tr>
<tr>
<td>Swati</td>
<td>8</td>
</tr>
<tr>
<td>Tshivenda</td>
<td>9</td>
</tr>
<tr>
<td>Xitsonga</td>
<td>10</td>
</tr>
<tr>
<td>Ndebele</td>
<td>11</td>
</tr>
<tr>
<td>Other (specify)</td>
<td>.................</td>
</tr>
</tbody>
</table>

63. What is the highest level of education you have completed or the highest qualification you have received?

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lower than Grade 10 (Standard 8)</td>
<td>1</td>
</tr>
<tr>
<td>Grade 10 (Standard 8)</td>
<td>2</td>
</tr>
<tr>
<td>Grade 12 (Standard 10)</td>
<td>3</td>
</tr>
<tr>
<td>Degree/Diploma</td>
<td>4</td>
</tr>
<tr>
<td>Post graduate/ Higher diploma</td>
<td>5</td>
</tr>
</tbody>
</table>

64. Which one of the following best describes your employment status? Please select one response only.

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed full time</td>
<td>1</td>
</tr>
<tr>
<td>Employed part time</td>
<td>2</td>
</tr>
<tr>
<td>Self-employed (you work for yourself)</td>
<td>3</td>
</tr>
<tr>
<td>Not employed</td>
<td>4</td>
</tr>
<tr>
<td>Student</td>
<td>5</td>
</tr>
<tr>
<td>Homemaker/Housewife</td>
<td>6</td>
</tr>
<tr>
<td>Pensioner/Retired</td>
<td>7</td>
</tr>
<tr>
<td>Unfit for work</td>
<td>8</td>
</tr>
</tbody>
</table>

65. Which of the following categories best describes your personal total monthly income before any deductions?

<table>
<thead>
<tr>
<th>Income Range</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than R2000</td>
<td>1</td>
</tr>
<tr>
<td>R2001-R4000</td>
<td>2</td>
</tr>
<tr>
<td>R4001-R6000</td>
<td>3</td>
</tr>
<tr>
<td>R6001-R8000</td>
<td>4</td>
</tr>
<tr>
<td>R8001-R10000</td>
<td>5</td>
</tr>
<tr>
<td>R10001-R15000</td>
<td>6</td>
</tr>
<tr>
<td>R15000 plus</td>
<td>7</td>
</tr>
</tbody>
</table>
66. BY OBSERVATION: Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>1</td>
</tr>
<tr>
<td>Female</td>
<td>2</td>
</tr>
</tbody>
</table>

THANK RESPONDENT; END INTERVIEW
<table>
<thead>
<tr>
<th></th>
<th>Stem glad nie saam nie</th>
<th>Verskil gedeeltelik</th>
<th>Stem nie saam of verskil nie</th>
<th>Stem gedeeltelik saam</th>
<th>Stem volkome saam</th>
<th>&quot;Ander&quot; respondent geïdentifiseer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2</td>
</tr>
</tbody>
</table>

Ek is ____________ van die Buro vir Marknaviging en ons doen navoring oor belangrike nasionale aangeleenthede. Ek sal graag met die persoon in die huishouding wat die mees onlangste verjaar het wil gesels,егewe dat hy of sy 18 jaar of ouer is.

Wanneer u van ondernemings aankoop, verlang hulle somtyds u persoonlike inligting (soos u naam, adres, telefoonnummer) voordat die kooipransaksie kan plaasvind. En wanneer ondernemings u inligting het, gebruik hulle dit soms om aan u kommunikasie (soos advertensiemateriaal) te stuur. Ek gaan u vra hoe u voel oor ondernemings wat u inligting insamel en gebruik. Onthou, daar is geen regte of verkeerde antwoord nie.

Ek gaan telkens vir u ‘n stelling lees, en dan moet u vir my sê of u glad nie met die stelling saamstem nie, slegs gedeeltelik met die stelling verskil, nie saamstem of verskil nie, gedeeltelik saamstem, of volkome met die stelling saamstem.

(LEES ELKE ITEM) – Stem u glad nie saam nie, verskil u gedeeltelik stem nie saam nie en verskil ook nie, stem gedeeltelik saam, stem volkome saam?

1. Ondernemings vra gewoonlik vir te veel persoonlike inligting van verbruikers.
2. Wetgewing behoort ‘n onderneming te verhoed om my persoonlike inligting aan ander ondernemings beskikbaar te stel sonder my toestemming.
3. Ek is vol vertroue dat ek ondernemings kan verhoed om persoonlike inligting in te samel wat ek graag geheim sou wou hou.
<table>
<thead>
<tr>
<th></th>
<th>Stem glad nie saam nie</th>
<th>Verskyn gedeeltelik</th>
<th>Stem nie saam of verskil nie</th>
<th>Stem gedeeltelik saam</th>
<th>Stem volkome saam</th>
<th>Weel nie</th>
<th>Waar</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.</td>
<td>Ondernemings gee altyd aan hulle kliente 'n geleenheid om te vra dat hulle name en adresse van die rekords wat aan ander ondernemings verkoop word, geskrap word.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>5.</td>
<td>Meeste ondernemings sameel persoonlike inligting van verbruikers, in sodat produkte en dienste aan hulle voorsien kan word wat beter aan hulle behoeftes sal voldoen.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>6.</td>
<td>Ek sal 'n onderneming versoek om my persoonlike inligting van hulle rekords te verwyder indien ek vermoed dat hulle besig is om my inligting te misbruik.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>7.</td>
<td>Ondernemings moet 'n beleid vir die beskerming van privaatheid hê, ten einde voorsiening te maak vir kliente wat nie graag ongevraagde advertensie materiaal wil ontvang nie.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>8.</td>
<td>Te veel ondernemings skakel verbruikers by die huis om aan hulle produkte en dienste te verkoop.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>9.</td>
<td>Ek voel dit is belangrik om toegang te hê tot die persoonlike inligting wat ondernemings van my hou.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>10.</td>
<td>Ondernemings het voldoende maatreëls in plek om te verseker dat alle persoonlike inligting in hulle rekords akkuraat is.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>11.</td>
<td>Verbruikers stel nie belang om inligting oor nuwe produkte en dienste van ondernemings te ontvang met wie hulle nog nie vantevore besigheid gedoen het nie.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>12.</td>
<td>Persoonlike inligting is nie veilig terwyl dit in 'n onderneming se rekords gehou word nie.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>13.</td>
<td>Ondernemings moet 'n beleid vir die beskerming van privaatheid hê wat aandui dat geen persoonlike inligting aan ander ondernemings voorsien sal word sonder die goedkeuring van hulle kliente nie.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>14.</td>
<td>Ek sal enige inisiatiewe ondersteun wat my in staat sal stel om ongevraagde advertensie materiaal wat ondernemings aan my stuur, te stop.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Stem glad nie saam nie</td>
<td>Verskipte gedeel-teilik</td>
<td>Stem nie saam of verskil nie</td>
<td>Stem gedeel-teilik saam</td>
<td>Stem volkome saam</td>
<td>Nuut nie</td>
<td>Weer nie</td>
<td></td>
</tr>
<tr>
<td>------------------------</td>
<td>------------------------</td>
<td>-----------------------------</td>
<td>------------------------</td>
<td>-----------------</td>
<td>----------</td>
<td>--------</td>
<td></td>
</tr>
<tr>
<td>15. Ek is tevrede met die beheer wat ek het oor die wyse waarop ondernemings my persoonlike inligting gebruik.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>16. Die regering moet ondernemings beperk om slegs dié inligting in te samel wat nodig is vir 'n spesifieke transaksie.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>17. Ondernemings samel nooit inligting in vir 'n bepaalde rede en gebruik dit dan vir 'n ander doel nie.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>18. Meeste ondernemings maak dit vir verbruikers moontlik om toegang te hê tot hulle persoonlike inligting wat deur die ondernemings gehou word.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>19. Die regering moet meer doen om die veiligheid van persoonlike inligting te beskerm.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>20. Ek is bekommer oor die moontlike misbruik van my persoonlike inligting deur ondernemings.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>21. Ek sal versoek dat my persoonlike inligting verwyder moet word van enige ondernemingsreks in dié inligting aan ander verkoop word.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>22. Ondernemings maak gereeld persoonlike inligting aan ander ondernemings bekend sonder die toestemming van die individue aan wie die persoonlike inligting behoort.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>23. Ek voel bekommer dat ondernemings nie genoeg tyd en moeite bestee om te verseker dat my persoonlike inligting akkuraat is terwyl dit in hulle besit is nie.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>24. Ondernemings moet 'n beleid vir die beskerming van privaatheid hê wat die redes aandui waarom hulle mense se persoonlike inligting insamel.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>25. Ek voel dit is onaanvaarbaar wanneer 'n onderneming my persoonlike inligting met ander ondernemings deel sodat die ondernemings hulle produkte en dienste aan my kan aanbied.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Stem glad nie saam nie</td>
<td>Verskil gedeeltelik</td>
<td>Stem nie saam of verskil nie</td>
<td>Stem gedeeltelik saam</td>
<td>Stem volkome saam</td>
<td>Woel nie</td>
<td>Weter</td>
</tr>
<tr>
<td>---</td>
<td>------------------------</td>
<td>--------------------</td>
<td>-----------------------------</td>
<td>-----------------------</td>
<td>------------------</td>
<td>---------</td>
<td>------</td>
</tr>
<tr>
<td>26. Ondernemings samel selde verbruikers se persoonlike inligting in sonder hulle toestemming.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>27. Ek is bekommerd wanneer ondernemings my nie 'n geleentheid gee om my naam en adres van enige van hulle rekords wat hulle aan ander ondernemings gee, te verwyder nie.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>28. Ek is tevrede wanneer ondernemings my persoonlike inligting insamel sodat hulle produkte en dienste aan my kan bied wat beter aan my behoeftes voldoen.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>29. Ondernemings moet onafhanklike ouditfirmas gebruik wat bevestig dat hulle verbruikers se persoonlike inligting gebruik soos beloof in die ondernemings se beleid vir die beskerming van privaatheid.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>30. Dit hinder my dat ek so baie ongevraagde advertensiemateriaal waarin ek nie belangstel nie, ontvang.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>31. Ek gee nie om wanneer ondernemings my persoonlike inligting vir ander doeleindes gebruik as die doel waarvoor dit aanvanklik ingesamel is nie.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>32. Ek sal 'n ondernemings se pogings ondersteun wat sal verseker dat my persoonlike inligting veilig gehou word.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>33. Ek is ongemaklik wanneer ondernemings my persoonlike inligting met ander ondernemings deel sonder om eers my toestemming te vra.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>34. Ondernemings deel gereeld persoonlike inligting van hulle verbruikers met ander ondernemings, sodat hierdie ander ondernemings produkte en dienste aan verbruikers kan aanbied.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>35. Ek gee nie om wanneer ek telefoonoproepe tuis ontvang van ondernemings wat produkte en dienste aan my wil verkoop nie.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>36. Meeste verbruikers het beheer oor die wyse waarop hulle persoonlike inligting deur ondernemings gebruik word.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>37. Die regering moet die gebruik van persoonlike inligting deur ondernemings beperk tot slegs dié doel waarvoor dit ingesamel is.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>38. Verbruikers se persoonlike inligting word dikwels deur ondernemings misbruik.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>39. Dit pla my nie om 'n klomp persoonlike inligting te verskaf as ek dink dit is nodig nie.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>40. Die regering moet 'n beperking plaas op ongevraagde advertensiemateriaal wat aan verbruikers gestuur word.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>41. Ek is ingenome wanneer ek inligting oor nuwe produkte en dienste ontvang vanaf ondernemings met wie ek nog nie voorheen besigheid gedoen het nie.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>42. Ondernemings stuur aan verbruikers te veel ongevraagde advertensiemateriaal waarin hulle nie belang stel nie.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>43. Ondernemings moet 'n 'n beleid vir die beskerming van privaatheid hê wat aandui hoe hulle die kliënt se inligting sal beskerm terwyl dit in hulle besit is.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>44. Ek vrees dat my persoonlike inligting nie veilig is terwyl dit in 'n onderneming se rekords gehou word nie.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>45. Ek sal weier om my persoonlike inligting aan 'n onderneming te voorsien wat nie redes kan verskaf waarom hulle my persoonlike inligting wil hê nie.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
</tbody>
</table>

**Beantwoord asseblief JA of NEE op die volgende vrae:**

<p>| 46. Het u al ooit geweier om inligting aan 'n onderneming te gee omdat u gedink het dit nie regtig nodig was nie, of dat dit té persoonlik was? | JA | NEE | 1 | 2 | 3 | 4 |
| 47. Het u al ooit versoek dat 'n onderneming u naam en adres van die rekords wat hulle gebruik vir bemarkingsdoeleinders, moet verwyder? | 1 | 2 | 3 | 4 |
| 48. Het u al ooit 'n onderneming in kennis gestel dat u nie van hulle ongevraagde advertensiemateriaal wil ontvang nie? | 1 | 2 | 3 | 4 |</p>
<table>
<thead>
<tr>
<th></th>
<th>JA</th>
<th>NEE</th>
<th>Waar</th>
<th>Nee</th>
<th>Welke</th>
</tr>
</thead>
<tbody>
<tr>
<td>49. Het u al ooit versoek dat die persoonlike inligting wat u aan 'n onderneming voorsien het, nie aan enige ander onderneming beskikbaar gestel mag word nie?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>50. Het u al ooit 'n onderneming versoek dat hulle u moet inlig oor die maatreëls wat hulle gebruik om u persoonlike inligting veilig te hou?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>51. Was u persoonlik al ooit 'n slagoffer van 'n situasie wat u gevoel het 'n skending van u private inligting was?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>52. Is u bewus van enige wyses om u naam van die rekords van ondernemings te verwyder?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>53. Het u al ooit enigjoudeur middel van die Internet aangekoop?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>54. Maak u gebruik van Internet-bankdienste?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>55. Het u persoonlik, gedurende die afgelope jaar, iets gekoop uit 'n katalogus of brosjure wat aan u gestuur is?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>56. Het u persoonlik, gedurende die afgelope jaar, enige produkte of dienste wat telefonies aan u aangebied is, gekoop?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>57. Het u gedurende die afgelope jaar 'n tolvry (0800) nommer geskakel om iets te bestel?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td></td>
</tr>
</tbody>
</table>

In hoe 'n mate verskil u of stem u saam met die onderstaande stellings? (LEES ELKE ITEM) – Stem u glad nie saam nie, verskil u gedeeltelik, stem u gedeeltelik saam of stem u volkome saam?

<table>
<thead>
<tr>
<th></th>
<th>Stem glad nie saam nie</th>
<th>Verskil gedeeltelik</th>
<th>Stem gedeeltelik saam</th>
<th>Stem volkome saam</th>
<th>Waar</th>
<th>Nee</th>
</tr>
</thead>
<tbody>
<tr>
<td>58. Verbruikers het alle beheer oor die wyse waarop ondernemings persoonlike inligting insamel en gebruik, verloor.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>59. Meeste besighede hanteer die persoonlike inligting wat hulle insamel oor verbruikers op 'n behoorlike en vertroulike wyse.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>60. Bestaande wetgewing en ondernemingspraktyke voorsien 'n redelike mate van beskerming vir verbruikersprivaatheid.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>

Ten laste het ek 'n paar vrae wat slegs vir klassifikasiedoeleindes is en wat vertroulik hanteer sal word.

(Onderhoudsvoorder) Indien 'n persoon vra waarom sekere demografies en persoonlike vrege geval word? Ons doen dit sodat ons die resultate van hierdie opname kan veralgemeen na die groter populasie. U antwoordte help ons om te verseker dat ons genoegsame verskildénéheid van ons respondente het. Soos u reeds gesê het, maak ons nooit die identiteit van enige individu bekend nie, en daarom vra ons nie u naam of van in hierdie opname nie. Al u antwoordte word ook as hoogs vertroulik hanteer.
61. In watter jaar is u gebore? _______________ (teken aan as a vier-syfer nommer, bv. 1969)

62. Wat is u huistaal?

<table>
<thead>
<tr>
<th>Taal</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Engels</td>
<td>1</td>
</tr>
<tr>
<td>Afrikaans</td>
<td>2</td>
</tr>
<tr>
<td>Xhosa</td>
<td>3</td>
</tr>
<tr>
<td>Zulu</td>
<td>4</td>
</tr>
<tr>
<td>Setswana</td>
<td>5</td>
</tr>
<tr>
<td>Sesotho</td>
<td>6</td>
</tr>
<tr>
<td>Sepedi</td>
<td>7</td>
</tr>
<tr>
<td>Swati</td>
<td>8</td>
</tr>
<tr>
<td>Tshivenda</td>
<td>9</td>
</tr>
<tr>
<td>Xitsonga</td>
<td>10</td>
</tr>
<tr>
<td>Ndebele</td>
<td>11</td>
</tr>
<tr>
<td>Ander (spesifieer)</td>
<td>12</td>
</tr>
</tbody>
</table>

63. Wat is die hoogste vlak van opleiding wat u voltooi het of die hoogste kwalifikasie wat u verwerf het?

<table>
<thead>
<tr>
<th>Opleiding</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Laer as Graad 10 (Standard 8)</td>
<td>1</td>
</tr>
<tr>
<td>Graad 10 (Standard 8)</td>
<td>2</td>
</tr>
<tr>
<td>Graad 12 (Standard 10)</td>
<td>3</td>
</tr>
<tr>
<td>Graad/Diploma</td>
<td>4</td>
</tr>
<tr>
<td>Nagraadse kwalifikasie/Hoër diploma</td>
<td>5</td>
</tr>
</tbody>
</table>

64. Watter een van die volgende beskryf u werkstatus die beste? Merk slegs een respons.

<table>
<thead>
<tr>
<th>Werkstatus</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Voltyds indiens</td>
<td>1</td>
</tr>
<tr>
<td>Deeltyds indiens</td>
<td>2</td>
</tr>
<tr>
<td>Selfindiensgeneem (u werk vir u self)</td>
<td>3</td>
</tr>
<tr>
<td>Het nie werk nie</td>
<td>4</td>
</tr>
<tr>
<td>Student</td>
<td>5</td>
</tr>
<tr>
<td>Tuisteskepper/Huisvrou</td>
<td>6</td>
</tr>
<tr>
<td>Pensioentrekker/Afgetree</td>
<td>7</td>
</tr>
<tr>
<td>Ongeskik vir werk</td>
<td>8</td>
</tr>
</tbody>
</table>

65. Watter van die volgende kategorieë beskryf u persoonlike maandelijkse inkomste voor enige aftrekkings, die beste?

<table>
<thead>
<tr>
<th>Inkomste</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Minder as R2000</td>
<td>1</td>
</tr>
<tr>
<td>R2001-R4000</td>
<td>2</td>
</tr>
<tr>
<td>R4000-R6000</td>
<td>3</td>
</tr>
<tr>
<td>R6001-R8000</td>
<td>4</td>
</tr>
<tr>
<td>R8001-R10000</td>
<td>5</td>
</tr>
<tr>
<td>R10001-R15000</td>
<td>6</td>
</tr>
<tr>
<td>R15000 plus</td>
<td>7</td>
</tr>
</tbody>
</table>
66. DEUR MIDDEL VAN WAARNEMING: Geslag

<table>
<thead>
<tr>
<th>Geslag</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Manlik</td>
<td>1</td>
</tr>
<tr>
<td>Vroulik</td>
<td>2</td>
</tr>
</tbody>
</table>

BEDANK DIE RESPONDENT; EINDIG DIE ONDERHOUD