



**4Most Systems (Pty) Ltd –
Protection of Personal Information Act,
2013 (POPIA) Policy**



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1. Introduction

4Most Systems (Pty) Ltd provides SAP Business One support, implementation, customization, and development services to its clients. While conducting business, the Company processes personal information of clients, employees, and third parties.

This policy outlines how the Company complies with the **Protection of Personal Information Act, 2013 (POPIA)** and ensures the lawful, responsible, and secure handling of personal information.

2. Purpose of this Policy

- To ensure compliance with POPIA.
- To protect the privacy rights of clients, employees, and other stakeholders.
- To promote transparency in the processing of personal information.
- To set out the principles and practices the Company follows when collecting, storing, using, sharing, and destroying personal information.

3. Scope

This policy applies to:

- All directors, employees, contractors, and consultants of the Company.
- All personal information collected and processed during the provision of SAP Business One consultancy and support services.
- Personal information processed in electronic, paper, or cloud-based systems.

4. Definitions

- **Personal Information:** Information relating to an identifiable individual (e.g., name, ID number, contact details, employment details, financial information).
- **Processing:** Any operation involving personal information (collection, storage, use, transmission, or deletion).
- **Responsible Party:** [Your Company Name], which determines the purpose and means of processing personal information.
- **Operator:** A third party that processes personal information on behalf of the Company.

5. POPIA Principles Adopted by the Company

The Company commits to the following principles:

1. **Accountability** – Ensuring compliance with POPIA throughout all operations.
2. **Processing Limitation** – Collecting personal information only for legitimate business purposes.
3. **Purpose Specification** – Using information solely for SAP consultancy, support, and related purposes.
4. **Further Processing Limitation** – Not using personal information for unrelated purposes without consent.
5. **Information Quality** – Maintaining accurate and up-to-date information.
6. **Openness** – Informing individuals when their data is collected and why.
7. **Security Safeguards** – Protecting personal information with appropriate security and access controls.
8. **Data Subject Participation** – Allowing individuals to request access, correction, or deletion of their information.

6. Collection & Processing of Personal Information

The Company may collect and process the following personal information:

- **Clients & Prospects:** Names, contact details, company information, billing details, and SAP system access credentials where necessary for support.

- **Employees & Consultants:** Personal details, banking details, qualifications, and performance records.
- **Suppliers & Service Providers:** Contact and payment information.

Information is collected directly from the data subject wherever possible.

7. Use of Personal Information

Personal information is used for purposes including:

- Providing SAP Business One support, consultancy, and development services.
- Managing client relationships and service delivery.
- Employee administration and payroll.
- Compliance with legal and contractual obligations.
- Communication and business development.

8. Storage & Retention

- Information is stored securely in SAP systems, cloud solutions, and controlled physical records.
- Access is restricted to authorized personnel only.
- Personal information will only be retained for as long as necessary to fulfil its purpose or meet legal requirements.

9. Security Measures

The Company implements technical, administrative, and physical safeguards, including:

- Role-based access control within SAP Business One systems.
- Data encryption for sensitive records.
- Secure passwords and authentication procedures.
- Regular backups and system monitoring.
- Staff training on POPIA and data protection.

10. Sharing of Personal Information

The Company will not sell or disclose personal information to third parties except where:

- Required by law.
- Necessary for business operations (e.g., subcontractors, IT providers).
- Authorized by the data subject.

Where third parties process data, the Company ensures appropriate operator agreements are in place.

11. Data Subject Rights

Under POPIA, individuals have the right to:

- Request access to their personal information.
- Request correction or deletion of incorrect or unnecessary information.
- Object to processing in certain circumstances.
- Lodge a complaint with the Information Regulator.

12. Information Officer

The Company has appointed an **Information Officer & Deputy Information Officer** responsible for POPIA compliance.

Name: Marius Fabian (Information Officer)
Email: mfabian@4most.co.za
Tel: 012 345 2505

Name: Janne Kirtsen (Deputy Information Officer - Responsible for queries)
Email: jkirsten@4most.co.za
Tel: 012 345 2505

All POPIA-related requests or complaints must be directed to the Information Deputy Officer.

13. Policy Review

This policy will be reviewed annually, or whenever material changes occur in business operations or legal requirements.