



4Most Systems (Pty) Ltd – Promotion of Access to Information Act (PAIA) Manual

Prepared in terms of Section 51 of the Promotion of Access to Information Act, 2 of 2000

Company: 4Most Systems (Proprietary) Limited

Registration Number: 2003/031955/07

Date Compiled: August 2025

Version: 1.0



121 Sovereign Drive, Block B, De Goedehoop Close Office Park, Route 21 Corporate Park,
Irene, Pretoria, 0157, Gauteng, South Africa
P.O Box 60475, Pierre van Ryneveld, 0045
Phone: +27 12 345 2505 / Fax +27 862249042 / Email: admin@4most.co.za / Website: www.4most.co.za
Director: M.M Fabian (Managing) Registration Number: 2003/ 031955 / 07



Table of Contents

1. INTRODUCTION	3
2. COMPANY DETAILS	3
3. GUIDANCE ON PAIA	3
4. CATEGORIES OF RECORDS HELD	3
4.1 COMPANY RECORDS	3
4.2 BUSINESS RECORDS.....	4
4.3 FINANCIAL RECORDS.....	4
4.4 INSURANCE RECORDS	4
4.5 INCOME TAX RECORDS.....	4
4.6 PERSONNEL RECORDS	4
4.7 POLICIES AND DIRECTIVES	4
4.8 AGREEMENTS OR CONTRACTS	4
4.9 REGULATORY DOCUMENTS	4
4.10 PUBLISHED INFORMATION.....	5
4.11 CUSTOMER INFORMATION.....	5
4.12 SAP SUPPLIER/PROVIDER/PARTNERSHIP INFORMATION.....	5
4.13 REFERENCE MATERIALS	5
5. INFORMATION HELD TO COMPLY WITH THE LAW	5
6. HOW TO REQUEST ACCESS	5
7. GROUNDS FOR REFUSAL	5
8. HOW ACCESS WILL BE PROVIDED	6
9. FEES PAYABLE	6
10. PROCESSING AND PROTECTION OF PERSONAL INFORMATION.....	6
11. REMEDIES.....	6
12. AVAILABILITY OF THIS MANUAL.....	6
13. UPDATES AND VERSION CONTROL.....	6

1. Introduction

We are a **Systems Applications Products (South Africa) (Pty) Ltd**, better known as SAP South Africa. We develop and deliver software solutions that help businesses process data and manage information more effectively. This **PAIA Manual** is published to comply with the Promotion of Access to Information Act, 2 of 2000 ("PAIA"). Its purpose is to:

- let you know what types of records we hold.
- And explain how you can request access to those records, should you need them to exercise or protect a legal right.

2. Company Details

Company Name	4Most Systems (Pty) Ltd
Registration Number	1999/020470/07
Physical & Postal Address	121 Sovereign Drive, Block B De Goede Hoop Close Office Park, Route 21 Corporate Park, Irene Pretoria.
Phone	012 345 2505
Information Officer	<u>Marius Fabian</u>
Deputy Information Officer	<u>Janne Kirsten (Responsible for queries)</u>
Website	https://www.4most-systems.com

3. Guidance on PAIA

If you would like help understanding how PAIA works or how to make a request, you can consult the **Information Regulator of South Africa**, which has published a user-friendly guide available in all official languages.

Contact details of the Information Regulator:

- Postal: P.O. Box 3153, Braamfontein, Johannesburg, 2017
- Physical: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
- Phone: 010 023 5200
- Website: <https://www.justice.gov.za/infoereg>
- Email: infoereg@justice.gov.za / complaints.IR@justice.gov.za
- Postal address: P.O Box 3153, Braamfontein, Johannesburg, 2017
- Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
- Phone number: 010 023 5200
- Website: <https://www.justice.gov.za/infoereg/index.html>
- General e-mail: infoereg@justice.gov.za
- Complaints email: complaints.IR@justice.gov.za

4. Categories of Records Held

We hold the following records. Availability is indicated below.

4.1 Company Records

Record	Availability
Memorandum of Incorporation	Available from CIPC
Directors' Names	Available from CIPC
Incorporation Documents	Available from CIPC
Minutes of Board Meetings	Not automatically available
Written Resolutions	Not automatically available

Record	Availability
Records of Appointments (Directors, Auditor, Officers)	Not automatically available
Share Register & Statutory Registers	Not automatically available

4.2 Business Records

Record	Availability
Operational Records	Not automatically available
Databases	Not automatically available
Internal Correspondence	Not automatically available
Product Records	Not automatically available
Software Performance & Sales Records	Not automatically available

4.3 Financial Records

Record	Availability
Financial Statements	Not automatically available (NDA required)
Accounting Records	Not automatically available (NDA required)
Auditor Reports	Not automatically available (NDA required)
Bank Statements	Not automatically available (NDA required)
Banking Details	Available on request
Invoices & Quotes	Not automatically available (NDA May be required)
Asset Register	Not automatically available (NDA required)

4.4 Insurance Records

Record	Availability
Insurance Policies	Not automatically available
Insurance Claims	Not automatically available
Property Register	Not automatically available

4.5 Income Tax Records

(incl. PAYE, Corporate Tax, VAT, UIF, SDL, Compensation, etc.) – **Not automatically available** (NDA required)

4.6 Personnel Records

(covers employee details, contracts, benefits, payroll, disciplinary, training, medical aid, pensions, health & safety) – **Not automatically available**

4.7 Policies and Directives

Internal (employees) and external (clients/third parties) – **Not automatically available**

4.8 Agreements or Contracts

(standard contracts, NDAs, MOUs, partner/customer agreements, supplier contracts) – **Not automatically available**

4.9 Regulatory Documents

(permits, licences, statutory authorities) – **Not automatically available**

4.10 Published Information

Record	Availability
Brochures	Available on request
Website Information	Automatically available
External Newsletters	Automatically available
Internal Newsletters	Not automatically available (NDA may be required)

4.11 Customer Information

(details, communications, sales records, marketing data) – **Not automatically available** (NDA may be required)

4.12 SAP Supplier/Provider/Partnership Information

(details, communications, certification, sales/marketing tools) – **Not automatically available**

4.13 Reference Materials

(books, journals, articles, magazines, newspapers) – **Not automatically available**

5. Information Held to Comply with the Law

We hold records in terms of various laws including, inter alia:

- Companies Act 71 of 2008
 - Income Tax Act 58 of 1962
 - Labour Relations Act 66 of 1995
 - Basic Conditions of Employment Act 75 of 1997
 - Occupational Health & Safety Act 85 of 1993
 - Protection of Personal Information Act 4 of 2013
 - Promotion of Access to Information Act 2 of 2000
 - Value Added Tax Act 89 of 1991
- (full list available on request)

6. How to Request Access

- Complete **Form** (REQUEST FOR ACCESS TO RECORD OF A PRIVATE BODY)
- Submit with proof of payment of request fee to the Deputy Information Officer (email or physical address).
- Ensure your request includes:
 - Sufficient detail to identify the records required
 - Your contact details (email, postal, fax)
 - The right you wish to exercise or protect
 - Reason why the record is required
 - Proof of authority if applying on behalf of someone else

7. Grounds for Refusal

Access may be refused in terms of PAIA to protect:

- Privacy of individuals,
- Personal Information of Third Parties
- Commercial information of a third party
- Confidential information

- Safety and security of persons/property
- Privileged legal documents including but not limited to Intellectual Property
- Privacy & or Confidentiality of Contractual Negotiations
- Computer Programs including but not limited to software
- Certain research information

8. How Access Will Be Provided

If your request is granted, access will be provided in the format requested, where possible, or in an alternative reasonable form.

9. Fees Payable

- **Request fee:** R140 (non-refundable)
- **Access fees:** e.g., photocopying (R2.00 per A4 page), printing, postage/courier costs, and search/preparation time beyond prescribed hours, please note that a Quote will be supplied indicating the relevant Costs and time frame, upon acceptance the Access Process shall be initiated.

10. Processing and Protection of Personal Information

We process personal information of employees, customers, partners, and other stakeholders in line with POPIA. (Note a copy of our POPIA Policy is available upon request & on our Website)

11. Remedies

If your request is refused, you may:

- Lodge a complaint with the Information Regulator, or
- Apply to a competent court for appropriate relief.

12. Availability of this Manual

This manual is available in English:

- At our offices during normal Business Hours of Monday to Friday between 8:00 & 17:00
- On our website
- Electronically on request

13. Updates and Version Control

This manual will be updated when material changes occur.

Issued by:

Janne Kirsten

Deputy Information Officer & Chief Financial Officer of 4Most Systems (Pty) Ltd.