

## **PAIA AND POPIA MANUAL**

Prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 and the Protection of Personal Information Act 4 of 2013.

### **1. INTRODUCTION AND PURPOSE**

Fundamental Software (Pty) Ltd ("the Company") is a private company providing financial software solutions on a Software as a Service (SaaS) basis. This manual facilitates the right of access to information as enshrined in the South African Constitution and ensures compliance with the Protection of Personal Information Act (POPIA). The manual is available on the Company website ([www.fundamental.net](http://www.fundamental.net))

### **2. COMPANY CONTACT DETAILS (Section 51(1)(a))**

**Information Officer:** Craig Meyer

**Deputy Information Officer:** Michael Ross

**Physical Address:** Dock Road Junction, Corner of Dock Road and Stanley Street, Cape Town, South Africa

**Postal Address:** Dock Road Junction, Corner of Dock Road and Stanley Street, Cape Town, 8001

**Tel:** 021 206 7700

**E-mail:** [popi@fundamental.net](mailto:popi@fundamental.net)

### **3. THE INFORMATION REGULATOR'S GUIDE (Section 51(1)(b)(i))**

The Information Regulator has updated the guide on how to use the Act. This guide is available in all official languages on the Information Regulator's website: <https://info regulator.org.za/>.

### **4. RECORDS HELD BY THE COMPANY**

**4.1 Records available in terms of other legislation (Section 51(1)(b)(iii))** The Company retains records in terms of various laws, including but not limited to the Companies Act 71 of 2008, Income Tax Act 58 of 1962, Value Added Tax Act 89 of 1991, and the Basic Conditions of Employment Act 75 of 1997.

#### **4.2 Subjects and Categories of Records (Section 51(1)(b)(iv))**

- **Corporate & Governance:** MOI, Share Register, Minutes of Meetings.
- **Finance & Taxation:** Annual Financial Statements, Audit Reports, Tax Returns, Invoices.
- **Human Resources:** Employee Contracts, Payroll, UIF/PAYE records, Internal Policies.
- **Information Technology:** Software Licenses, System Logs, Disaster Recovery Plans.
- **Intellectual Property:** Software Copyrights and IP Agreements.

**4.3 Automatic Disclosure (Section 51(1)(b)(ii))** No notices have been published on the categories of records that are automatically available without a person having to request access in terms of the Act.

### **5. PROCESSING OF PERSONAL INFORMATION (POPIA)**

**5.1 Purpose of Processing (Section 51(1)(c)(i))** The Company processes personal information to provide SaaS solutions, fulfill statutory obligations, manage contractual relationships with clients, employees and suppliers, and for legitimate business marketing.

#### **5.2 Categories of Data Subjects and Personal Information (Section 51(1)(c)(ii))**

- **Clients:** Names, contact details, financial identifiers, and transactional data.

- **Employees:** IDs, qualifications, banking details, and contact information.
- **Suppliers:** Names, bank details, and VAT numbers.

**5.3 Recipients of Personal Information (Section 51(1)(c)(iii))** Information may be shared with statutory bodies (SARS), service providers (hosting), and financial institutions for payments.

**5.4 Transborder Flows of Personal Information (Section 51(1)(c)(iv))** Fundamental Software (Pty) Ltd stores all personal information and data within the borders of South Africa. The Company retains the right to store or process personal information outside of South Africa only where written authorization has been obtained from the relevant data subject or client, and where the transfer complies with Section 72 of POPIA.

**5.5 Security Measures (Section 51(1)(c)(v))** The Company maintains reasonable technical and organizational measures (including firewalls, encryption, and access controls) to protect the integrity and confidentiality of personal information.

## 6. ACCESS REQUEST PROCEDURE

**6.1 Form of Request** To request access to a record, the requester must use **Form 2** (Request for Access to Record). This form must be submitted to the Information Officer at the email address provided in Section 2.

### 6.2 Prescribed Fees (Section 92)

- **Request Fee:** A non-refundable fee of **R140.00** (plus VAT if applicable) is payable upfront by all requesters except personal requesters.
- **Access/Reproduction Fees:** Fees for photocopying (R2.00 per A4 page), printing, and electronic media are charged in accordance with the 2021 Regulations.
- **Deposit:** A deposit of one-third of the access fee may be required if the search exceeds six hours.

## 7. GROUNDS FOR REFUSAL

The Company may refuse a request to protect the privacy of a third party, the commercial information of a third party, or the Company's own proprietary trade secrets and intellectual property.

## 8. ANNEXURES AND FORMS

The following official forms are available on the Information Regulator's website and are required for requests:

### PAIA Form (Request for Access)

This is the primary form any member of the public must use to request a record from you.

- **Form 2: Request for Access to Record [Regulation 7]**
  - [Download Form 2 \(PDF\)](#)

### 2. POPIA Forms (Personal Information Rights)

These forms are used by individuals (Data Subjects) specifically regarding their personal data.

- **Form 1: Objection to the Processing of Personal Information**
  - [Download Form 1 \(PDF\)](#)
- **Form 2: Request for Correction or Deletion of Personal Information**
  - [Download Form 2 \(PDF\)](#)