

Munsoft Proprietary Limited

Registration number: 2001/024674/07

Manual in terms of section 51 of the Promotion of Access to Information Act, 2 of 2000 (“the Act”)

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1. Introduction to Munsoft

Munsoft was established in 2001 and has become one of Southern Africa's foremost municipal finance software and systems providers.

The company provides financial management and internal control systems that enable 58 of the 257 municipalities across South Africa to ensure financial accountability, transparency and compliance with the required regional government regulations and standards. The company is expanding into other African countries, including Namibia, eSwatini and Zimbabwe, where it already services 10 clients.

Munsoft is driven by the desire to create systems that enable financial transparency to the end of helping promote economic development and poverty reduction. Our solutions are designed to improve governance, administration, transparency and financial management. Through our innovative technology, key stakeholders can track the financial state of various municipalities in real time, allowing them to detect any discrepancies and immediately action effective control or recovery solutions.

2. Contact details

2.1 Office bearers:

Rudolph Philippus de Bruyn (Chief Operating Officer and Information Officer)

Johannes Gysbertus Marthinus Richter (Chief Executive Officer)

Ndiafhi Rerani (Director)

Mariska Munnik (Company Secretary)

2.2 Physical addresses

2.2.1 Centurion Office:

5 Bauhinia Street

Building 6

Cambridge Office Park

Highveld Techno Park

Centurion

0169

2.2.2 Roodepoort Office:

Constantia Office Park

Cycad House, Building 17

Corner 14th Avenue and Hendrik Potgieter Streets

Weltevredenpark

Roodepoort

1709

2.3 Fax number: 011 215 9018

2.4 Telephone number: 011 215 8000

2.5 Website address: www.Munsoft.co.za

2.6 E-mail address: info@Munsoft.co.za

3. Purpose of processing of personal information

Munsoft processes personal information to support:

- 3.1 client engagement;
- 3.2 service provider engagement;
- 3.3 engagement with the general public;
- 3.4 engagement with industry bodies;
- 3.5 recruitment and management of staff;
- 3.6 relationships with statutory and other authorities;
- 3.7 media engagement;
- 3.8 sales and marketing activities.

4. Possible data subjects

Possible data subjects include:

- 4.1 Munsoft clients;
- 4.2 municipal consumers;
- 4.3 Munsoft employees;
- 4.4 service providers;
- 4.5 industry bodies.

5. Possible recipients of personal information

The following groups may receive personal information from Munsoft:

- 5.1 National Treasury and other statutory authorities;
- 5.2 clients;
- 5.3 professional advisers to Munsoft;
- 5.4 industry bodies;
- 5.5 law enforcement agencies;
- 5.6 service providers.

6. Planned transborder flows of personal information

Transborder flow of information will only occur for purposes of cloud storage of such information and then only in compliance with section 72 of the Protection of Personal Information Act, 4 of 2013.

7. Security measures to protect personal information

- 7.1 Physical security measures
 - 7.1.1 access controls;
 - 7.1.2 employee home and mobile measures;
 - 7.1.3 internal security measures;
 - 7.1.4 encryption of data in motion;
 - 7.1.5 encryption of data at rest.
- 7.2 Cyber security measures
 - 7.2.1 anti-spam measures;
 - 7.2.2 anti-virus measures;
 - 7.2.3 firewalls;
 - 7.2.4 password control;

- 7.2.5 virtual private networks;
- 7.2.6 credential vaults.
- 7.3 Training and policies in information security.
- 7.4 Audits of information security systems and procedures.

8. The Act and Section 10 Guide

- 8.1 The Act grants the requested access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 8.2 Requests in terms of the Act will be made in accordance with the prescribed procedures, at the rates provided. The forms and tariffs are dealt with in sections 18 and 22 of the Act.
- 8.3 Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.
- 8.4 The contact details of the Commission are:
Postal address: Private Bag 2700, Houghton, 2041
Telephone number: 011 877 3600
Fax number: 011 403 0625
Website address: sahrc.org.za

9. Applicable legislation

| Number | Reference | Act |
|---------------|------------------|---|
| 1 | 108 of 1996 | Constitution of the Republic of South Africa |
| 2 | 71 of 2008 | Companies Act |
| 3 | 98 of 1978 | Copyright Act |
| 4 | 55 of 1998 | Employment Equity Act |
| 5 | 4 of 2000 | Promotion of Equality and Prevention of Unfair Discrimination Act |
| 6 | 95 of 1967 | Income Tax Act |
| 7 | 66 of 1995 | Labour Relations Act |
| 8 | 89 of 1991 | Value Added Tax Act |
| 9 | 97 of 1998 | Skills Development Act |
| 10 | 9 of 1999 | Skills Development Levy Act |
| 11 | 53 of 2003 | Broad based black economic empowerment Act |
| 12 | 75 of 1997 | Basic Conditions of Employment Act |
| 13 | 85 of 1993 | Occupational Health and Safety Act |
| 14 | 130 of 1993 | Compensation for Occupational Injuries and Diseases Act |

| | | |
|----|-------------|--|
| 15 | 69 of 1984 | Close Corporations Act |
| 16 | 25 of 2002 | Electronic Communications and Transactions Act |
| 17 | 2 of 2000 | Promotion of Access of Information Act |
| 18 | 26 of 2000 | Protected Disclosures Act |
| 19 | 30 of 1996 | Unemployment Insurance Act |
| 20 | 2 of 2013 | Protection of Personal Information Act |
| 21 | 117 of 1998 | Municipal Structures Act |
| 22 | 5 of 2000 | Preferential Procurement Policy Framework Act |
| 23 | 27 of 1998 | Municipal Demarcation Act |
| 24 | 32 of 2000 | Municipal Systems Act |
| 25 | 56 of 2003 | Municipal Finance Management Act |
| 26 | 6 of 2004 | Municipal Property Rates Act |
| 27 | 12 of 2007 | Municipal Fiscal Powers and Functions Act |
| 28 | 12 of 2004 | Prevention and combating of corrupt activities Act |
| 29 | 3 of 2000 | Promotion of administrative justice Act |
| 30 | 89 of 1998 | Competition Act |
| 31 | 38 of 2001 | Financial intelligence centre Act |
| 32 | 68 of 2008 | Consumer Protection Act |

10. Schedule of records

The subjects on which Munsoft holds records and the categories on each subject in terms of Section 51 are as listed below. Please note that a requester is not automatically allowed access to these records and that access to them may be refused in accordance with Sections 62 to 69 of the Act:

| Records | Subject | Availability |
|-------------------|--|---|
| Public affairs | Public Product Information Public corporate records Media Releases | Freely available on www.munsoft.co.za and www.cipc.co.za |
| Financial records | Financial statements Financial and tax records (for the company and employees) Asset register Management Accounts | Request in terms of the Act Request in terms of the Act Request in terms of the Act Request in terms of the Act |
| Human Resources | Disciplinary actions Job profiles Performance management | Request in terms of the Act Request in terms of the Act Request in terms of the Act |

| | | |
|------------------------|---|--|
| | Employee benefits and incentives List of employees Training and skills development | Request in terms of the Act Request in terms of the Act Request in terms of the Act |
| Information Technology | Information Systems Network Security Software licenses Technology assets | Request in terms of the Act Request in terms of the Act Request in terms of the Act Request in terms of the Act |
| Corporate records | Board meeting minutes Resolutions by the board of directors Resolutions by the shareholders | Request in terms of the Act Request in terms of the Act Request in terms of the Act |
| Sales and marketing | Market information Customer information Services offered Field records Performance records Sales records Marketing strategies Customer database Contractual records | Limited information available on website Limited information available on website Limited information available on website Request in terms of the Act Request in terms of the Act Request in terms of the Act Request in terms of the Act Request in terms of the Act Request in terms of the Act |

11. Form of request

- 11.1 To facilitate the processing of your request, kindly use the prescribed form, available on the website of the South African Human Rights Commission at www.sahrc.org.za.
- 11.2 Address your request to the Chief Executive Officer.
- 11.3 Please provide enough details to enable Munsoft to identify:
- 11.3.1 the record/s requested;
 - 11.3.2 the requester (proof of capacity is required where and agent lodges a request);
 - 11.3.3 the form of access required;
 - 11.3.4 the South African postal- and email address of the requester;
 - 11.3.5 details of the way the requester would like to be informed of the outcome of his/her/its request;
 - 11.3.6 the right which the requester is seeking to exercise or to protect, with an explanation of the reason the record is required to exercise or protect the right.

12. Copyright

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