

# MOTSWAKO

Reference Number	IPGS001	<b>INFORMATION PRIVACY GOVERNANCE STATEMENT</b>	
Implementation Date	18.04.2022		
Revision / Amendment Number	2.3		
Revision / Amendment Date	28.06.2025		

## 1. Commitment to Information Privacy

Motswako Office Solutions recognizes the importance of safeguarding personal and confidential information entrusted to us. We are dedicated to handling such information legally, responsibly, and transparently, in line with the Protection of Personal Information Act (POPIA) No. 4 of 2013 and relevant information security best practices.

Personal information is collected and processed only for legitimate business purposes related to delivering our products and services, and appropriate safeguards are in place to prevent unauthorised access, disclosure, alteration, or loss.

Information privacy is incorporated into our governance, operational procedures, and service delivery, especially in managed print environments where sensitive documents might be processed.

## 2. Information Officer and Oversight

Motswako Office Solutions has appointed a designated Information Officer at the executive level, supported by Deputy Information Officers when needed, to ensure compliance with privacy laws and internal policies.

The Information Officer's responsibilities include:

- Ensuring compliance with POPIA and related regulations
- Establishing and maintaining privacy policies and procedures
- Monitoring organisational processing of personal information
- Managing data subject requests and complaints
- Overseeing incident response and breach notification processes
- Advising management on privacy risks and mitigation measures
- Liaising with regulators, clients, and stakeholders
- Ensuring service providers and subcontractors meet privacy obligations

This role provides accountability for information governance across the organisation.

Our details are as follows:

<b>Company name</b>	Motswako Office Solutions (Pty) Ltd
<b>Registration number</b>	2004/011189/07
<b>Postal Address</b>	P O Box 78018, Bryanston, 2021
<b>Information Officer</b>	Laurelle Poggiali-Trapani
<b>Information Officer Phone Number</b>	011 304-6000
<b>Deputy Information Officer</b>	Mauritz Engelbrecht
<b>Deputy Information Officer email</b>	MauritzE@motswako.biz
<b>Motswako contact email</b>	info@motswako.biz
<b>Websites</b>	<a href="http://www.motswako.com">www.motswako.com</a>

### **3. Privacy Governance Framework**

Information privacy is a part of Motswako's overall corporate governance and risk management structure.

Key elements include:

- Oversight by senior leadership
- Defined reporting lines for privacy and security matters
- Formal policies addressing data protection and confidentiality
- Periodic risk assessments and compliance reviews
- Integration with information-security management practices
- Internal monitoring and audit activities where appropriate

Privacy responsibilities are integrated into administrative, technical, and operational functions.

### **4. Lawful Processing and Use of Personal Information**

Personal information is processed only where there is a lawful basis to do so, including:

- Fulfilling contractual obligations
- Providing products and services
- Meeting legal or regulatory requirements
- Protecting legitimate business interests
- Obtaining consent where required

Information collected is limited to what is relevant and necessary for the intended purpose. Data subjects are given rights under POPIA, including access to their information, correction of inaccuracies, and the right to object to unlawful processing.

## **5. Organisational Policies and Controls**

Motswako maintains documented policies and procedures designed to protect information throughout its lifecycle. These include controls relating to:

- Data classification and handling
- Access management and authentication
- Acceptable use of systems
- Confidentiality obligations
- Records retention and secure disposal
- Incident management and breach response
- Employee responsibilities for information security

All employees and relevant contractors are required to sign confidentiality agreements as part of their engagement.

## **6. Technical Safeguards for Managed Print Services**

Due to the nature of managed print services, specialized controls are implemented to safeguard client information processed on devices and systems.

These controls may include:

- Secure configuration of print devices
- Authentication mechanisms for printing and scanning
- Encryption of data where applicable
- Protection of stored print job data
- Audit logging and monitoring of device activity
- Firmware management and patching
- Network segregation of print infrastructure
- Secure sanitisation or destruction of storage media

These measures aim to prevent unauthorised access to documents and data processed through printing systems.

## **7. Third-Party Processing and Data Sharing**

When third parties, subcontractors, or suppliers process personal information on behalf of Motswako Office Solutions, they are required to:

- Enter into confidentiality and data-protection agreements
- Implement appropriate security safeguards
- Process information only under authorised instructions
- Comply with applicable privacy legislation

Information is not disclosed to external parties unless required for service delivery, legal obligations, or other lawful purposes.

## **8. Training and Awareness**

Employees undergo continuous training on privacy and information security responsibilities. This includes:

- POPIA awareness
- Handling of confidential information
- Cybersecurity threats such as phishing
- Incident reporting procedures

Technical staff supporting client environments get extra specialised training related to their roles.

## **9. Monitoring, Review, and Continuous Improvement**

Motswako Office Solutions routinely reviews its privacy framework to ensure it remains effective. These reviews may involve:

- Compliance assessments
- Internal reviews and audits
- Policy updates
- Risk analysis
- Lessons learned from incidents

Motswako Office Solutions is committed to continuously improving the safeguarding of personal and confidential data.

## **10. Assurance**

Motswako Office Solutions is committed to ensuring the confidentiality, integrity, and accessibility of all information entrusted to us. We see protecting information privacy as a crucial aspect of our operations and service delivery.

Adequate organisational, technical, and administrative measures are in place to ensure the responsible processing of personal information and to safeguard it from unauthorised access or disclosure.

## **POLICY APPROVAL**

Approved by: 

Position: Chief Executive Officer

Date: 28 June 2025