



## POPIA Privacy Policy for TNP Innovations

### 1. Introduction

TNP Innovations ("we," "our," or "us") is committed to protecting your privacy and ensuring that your personal information is collected and used appropriately, lawfully, and transparently. This Privacy Policy explains how we collect, use, disclose, and protect your personal information in accordance with the Protection of Personal Information Act, 4 of 2013 ("POPIA").

### 2. Information We Collect

We collect and process your personal information mainly to provide you with access to our services and products. The types of personal information we may collect include:

- Name
- Contact details (email address, telephone number, etc.)
- Billing information
- Identification information
- Usage data, such as cookies and IP address

### 3. How We Use Your Information

The personal information we collect is used for the following purposes:

- To provide you with our products and services.
- To process your orders and payments.
- To communicate with you regarding your account, services, or any updates.
- To improve our products, services, and customer experience.
- To comply with legal and regulatory requirements.

### 4. Disclosure of Information

We will not disclose your personal information to third parties except in the following cases:

- Where we have your consent.
- Where it is necessary for the performance of our services.
- Where we are required to do so by law.

### 5. Security of Your Information

We take reasonable precautions to protect your personal information from unauthorized access, loss, misuse, or alteration. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.



## 6. Your Rights

Under POPIA, you have the right to:

- Access the personal information we hold about you.
- Request the correction or deletion of your personal information.
- Object to the processing of your personal information.
- Lodge a complaint with the Information Regulator if you believe your rights have been infringed.

## 7. Retention of Information

We will retain your personal information only for as long as necessary to fulfill the purposes for which it was collected or as required by law.

## 8. Cookies

Our website uses cookies to enhance your experience. Cookies are small text files stored on your device that help us analyze website traffic and understand how visitors use our site. You can choose to accept or decline cookies through your browser settings.

## 9. Changes to this Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable laws. The latest version of this policy will be posted on our website, and we encourage you to review it regularly.

## 10. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at:

TNP Innovations

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