



Privacy Policy for TNP Innovations

1. Introduction

TNP Innovations ("we," "us," or "our") values your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, and safeguard your personal information when you interact with us through our website, [website URL], and any other online services (collectively, the "Services"). This policy complies with the Protection of Personal Information Act, 4 of 2013 ("POPIA").

2. Information We Collect

We collect personal information that you voluntarily provide to us when using our Services. This may include:

- **Personal Identification Information:** Name, email address, phone number, and other contact details.
- **Financial Information:** Payment information such as credit card details.
- **Technical Data:** IP address, browser type, operating system, and information about your interactions with our website.
- **Usage Data:** Details about your visits to our website, including traffic data, location data, and other communication data.

3. How We Use Your Information

The personal information we collect may be used for the following purposes:

- **Service Delivery:** To provide and manage our Services, including processing transactions and communicating with you.
- **Customer Support:** To respond to your inquiries, requests, and provide customer support.
- **Marketing:** To send you promotional materials, newsletters, and other information about our services, subject to your consent.
- **Improvement of Services:** To understand how our Services are used, allowing us to improve our offerings and user experience.
- **Legal Compliance:** To comply with legal obligations and to protect our legal rights.

4. Sharing of Information

We do not sell or lease your personal information to third parties. However, we may share your information with:

- **Service Providers:** Third-party companies that provide services on our behalf, such as payment processing and website hosting.
- **Legal Authorities:** When required by law or to protect our legal rights.



6. Your Rights Under POPIA

You have certain rights regarding your personal information under POPIA, including:

- Access: You can request details of personal information that we hold about you.
- Correction: You may request the correction or updating of inaccurate or incomplete personal information.
- Deletion: You can request that we delete your personal information under certain circumstances.
- Objection: You have the right to object to the processing of your personal information.
- Complaints: You may lodge a complaint with the Information Regulator if you believe your rights have been violated.

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 improve the functionality of our website and understand user behavior. You can control the use of cookies through your browser settings.

9. Links to Other Websites

Our website may contain links to other websites. We are not responsible for the content or privacy practices of these external sites. We encourage you to review the privacy policies of any third-party sites you visit.

10. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and the date of the latest update will be indicated at the top of the policy. We encourage you to review this policy regularly to stay informed about how we are protecting your information.

11. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

TNP Innovations

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