



Privacy Policy

1. Introduction

TM Innovative Solutions (PTY) Ltd (“we”, “our”, or “us”) respects your privacy and is committed to protecting your personal information in accordance with the Protection of Personal Information Act, 4 of 2013 (“POPIA”). This Privacy Policy outlines how we collect, use, disclose, and protect your personal information.

2. What Information We Collect

We may collect and process the following categories of personal information:

- Full name, contact details, and identity number
- Email address and physical address
- Payment and billing information
- Employment details (where applicable)
- IP address and browsing behavior (for website users)
- Any other information you voluntarily provide

3. How We Collect Your Information

We collect personal information directly from you when you:

- Use our services or products
- Submit inquiries via our website, email, or phone
- Subscribe to our newsletter or marketing material
- Apply for employment with us
- Interact with us in any other way

We may also collect data from publicly available sources or third parties where legally permitted.

4. Why We Collect Your Information

We use your personal information for the following purposes:

- To provide products or services
- To communicate with you and respond to queries

- To process payments and invoices
- To comply with legal obligations
- For marketing and promotions (with your consent)
- For employment and recruitment purposes

5. Sharing of Personal Information

We may share your information with:

- Third-party service providers who assist in our operations (under strict confidentiality)
- Legal or regulatory authorities when required by law
- Business partners or affiliates (with your consent)

We do not sell or rent your personal data to third parties.

6. Data Security

We take appropriate and reasonable technical and organizational measures to safeguard your personal information against unauthorized access, loss, or misuse.

7. Retention of Information

We 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. Your Rights

Under POPIA, you have the right to:

- Access and correct your personal information
- Object to the processing of your personal data
- Request the deletion of your data (subject to legal limits)
- Lodge a complaint with the Information Regulator

9. Cookies and Tracking

Our website may use cookies to enhance your browsing experience. You may choose to disable cookies in your browser settings.

10. Changes to This Policy

We reserve the right to update this Privacy Policy from time to time. Any changes will be posted on our website and will be effective immediately.

11. Contact Us

If you have questions about this policy or how we handle your personal information, contact us at:

Email: info@tminnovativesolutions.africa

Phone: +27 (087) 133 1526

Designated Information Officer: The Information Officer

Effective Date: Thursday, May 22, 2025