
Protection of Personal Information Policy (POPIA)

1. Introduction

Arctic Sun Trading 74 (Pty) Ltd is committed to protecting the privacy of individuals and their personal information in accordance with the Protection of Personal Information Act, 4 of 2013 ("POPIA"). This policy outlines how we collect, use, store, and disclose personal information.

2. Definitions

The following definitions apply to this policy:

- **Personal information:** Any information relating to an identifiable living individual, including, but not limited to, name, identification number, location data, online identifier, and one or more factors specific to the physical, physiological, economic, cultural or social identity of that individual.
- **Data subject:** The individual to whom the personal information relates.
- **Responsible party:** Arctic Sun Trading 74 (Pty) Ltd as the organization determining the purpose and means of processing personal information.

3. Collection of Personal Information

We collect personal information only for legitimate and lawful purposes, with your consent, or as permitted by law. We may collect personal information through various means, including:

- When you visit our website, place an order, or use our services.
- Through business interactions, such as contracts and agreements.
- From publicly available sources, such as company websites or directories.

The specific personal information we collect may vary depending on the circumstances and may include:

- Contact information (name, address, email address, phone number)
- Demographic information (age, gender, language)
- Financial information (payment card details)
- Transaction information (purchase history, service usage)
- Location information (IP address)

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Director Ms. CT Moloi

Reg 2009/013296/07 **VAT** 4390262493

Physical Address 40 Standard Streete, Nigel, Gauteng, 1491, South Africa
13w6 Bally Crescent, Voorbaai, Mossel Bay, Southern Cape, 6506, South Africa

Postal Address Private Bag X1326, Nigel, Gauteng, 1491 South Africa

4. Purpose of Processing Personal Information

We use personal information only for the purposes for which it was collected, or for other compatible and lawful purposes, with your consent. These purposes may include:

- Providing and improving our products and services
- Processing your orders and transactions
- Sending you marketing and promotional communications (with your consent)
- Responding to inquiries and requests
- Fulfilling legal and regulatory obligations

5. Disclosure of Personal Information

We will not disclose your personal information to any third party without your consent, except in the following circumstances:

- To service providers who help us deliver our products and services
- To comply with legal or regulatory requirements
- To protect our rights, property, or safety, or the rights, property, or safety of others

We will ensure that any third party to whom we disclose your personal information is bound by contractual obligations to protect your privacy and comply with applicable data protection laws.

6. Security of Personal Information

We take reasonable steps to protect your personal information from unauthorized access, disclosure, alteration, or destruction. These steps may include:

- Secure storage of personal information
- Use of secure communication protocols
- Employee training on data security

7. Retention of Personal 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. We will then securely delete or anonymize your personal information.

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8. Data Subject Rights

You have the right to access, rectify, and object to the processing of your personal information. You can exercise these rights by contacting our Information Officer (details below).

- Right to access: You have the right to request a copy of your personal information that we hold.
- Right to rectification: You have the right to request that we correct any inaccurate or incomplete personal information about you.
- Right to object: You have the right to object to the processing of your personal information for marketing purposes or where such processing is based on legitimate interests.

9. Information Officer

We have appointed an Information Officer to oversee compliance with this policy and POPIA. You can contact our Information Officer at:

- Name: POPIA Department Head
- Email: info@arcticsun.co.za
- Phone Number: +27117394200

10. Changes to this Policy

We may update this policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any changes by posting the updated policy on our website.

11. Disclaimer

This policy is intended to provide a general overview of our data protection practices and should not be interpreted as legal advice.

By using our website, services, or otherwise providing us with your personal information, you consent to the collection, use, and disclosure of your personal information in accordance with this policy.

This policy is the property of Arctic Sun Trading 74 (Pty) Ltd and copying and distribution in a whole or any parts thereof will be seen as a violation of the South African Copyright Act.

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