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| | Policy Owner | Chief Operating Officer | Revision Nr. | 001 |
| | Approved By | Chief Executive Officer | Status | Approved |
| | Title | POPIA Policy | | |

1. Introduction:

Tip-Top Milk is committed to protecting the privacy of our customers, employees, and all individuals whose personal information we collect and process. This Privacy Policy outlines our compliance with the Protection of Personal Information Act (POPIA) and our dedication to safeguarding personal information's confidentiality, integrity, and availability.


2. Scope:

This policy applies to all employees, contractors, and third parties who process personal information on behalf of Tip-Top Milk. It encompasses all personal information collected, processed, stored, and transmitted by the organization.

3. Principles:

Tip-Top Milk adheres to the principles set out in POPIA, which include:

- a. Accountability: We ensure compliance with the POPI Act and protect personal information.
- b. Processing Limitation: Personal information is collected for specific, lawful purposes, and will not be processed in a manner incompatible with these purposes.
- c. Purpose Specification: The purpose for which personal information is collected is disclosed at the time of collection.
- d. Data Minimization: We only collect and process personal information that is adequate, relevant, and not excessive for the intended purpose.
- e. Information Quality: We strive to maintain accurate, complete, and up-to-date personal information.
- f. Openness: We are transparent about our data processing activities and provide information on handling personal information.
- g. Security Safeguards: Measures are in place to protect personal information from loss, unauthorized access, disclosure, alteration, and destruction.
- h. Data Subject Participation: Individuals have the right to access their personal information, request corrections, and object to processing under certain circumstances.
- i. Information Officer: A designated Information Officer oversees compliance with the POPI Act.

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4. Data Collection:

Tip-Top Milk only collects personal information necessary for legitimate purposes, such as customer transactions, employee management, and supplier relationships. Consent is obtained when required, and individuals are informed of the purpose of data collection.

5. Data Processing:

Personal information is processed for the specified purpose for which it was collected. We ensure that processing activities are lawful, reasonable, and carried out with due care.

6. Data Security:

Appropriate technical and organizational measures are implemented to protect personal information from unauthorized access, disclosure, alteration, and destruction. Access to personal information is restricted to authorized personnel.

7. Data Subject Rights:

Individuals have the right to access their personal information, request corrections, and object to processing. Tip-Top Milk will respond promptly to such requests by the law.

8. Data Breach Response:

In the event of a data breach, Tip-Top Milk will notify the Information Regulator.

9. Policy Review:

This POPI Act Policy is subject to regular review to ensure ongoing compliance with the law and alignment with best practices in data protection.

10. Contact Information:

For any questions or concerns regarding this policy or the handling of personal information, please contact our Information Officer at support@tiptopmilk.com