

POPIA Compliance Document for Gogga Stamps & More Online Store

1. Introduction

Gogga Stamps & More are committed to protecting your privacy and ensuring that your personal information is collected and used properly, lawfully, and transparently, in accordance with the Protection of Personal Information Act (POPIA), Act 4 of 2013.

2. Purpose of Processing Personal Information

We collect and process your personal information for the following purposes:

- To process your orders and deliver products.
- To communicate with you regarding your order status, promotions, or updates.
- To respond to your inquiries and provide customer support.
- To improve our products and services.
- To comply with legal and regulatory obligations.

3. What Personal Information We Collect

We may collect the following personal information:

- Name and surname
- Contact information (email address, phone number, physical address)
- Payment details (for processing orders)
- Browsing information via cookies (where applicable)

4. How We Collect Information

Personal information is collected directly from you when:

- You place an order on our website.
- You create an account on our website.
- You subscribe to our newsletter.
- You contact us for customer service.

We also collect information through the use of cookies to enhance your browsing experience.

5. Disclosure of Personal Information

We may disclose your personal information to:

- Courier and delivery service providers for the purpose of delivering your orders.
- Payment gateways to process payments securely.
- Service providers assisting in website hosting, IT support, and marketing.

We do not sell your personal information to third parties.

6. Security of Personal Information

We are committed to securing the integrity and confidentiality of your personal information by taking appropriate technical and organisational measures to prevent loss, damage, unauthorised access, or misuse.

7. Your Rights

You have the right to:

- Request access to your personal information.
- Request 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 personal information has been unlawfully processed.

8. Retention of Information

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

9. Contact Details

For any queries regarding this policy or to exercise your rights, please contact us:

Gogga Stamps & More

Email: goggastamps1@gmail.com

Phone: 076 496 8912 / 066 249 0428

Address: Pretoria, Kilnerpark