

POPIA PRIVACY NOTICE

TOPHENEGG (Pty) Ltd

Website: <https://www.tophenegg.site>

Effective Date: 18 July 2026

Version: 1.0

POPIA PRIVACY NOTICE

TOPHENEGG (Pty) Ltd ("TOPHENEGG", "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)** and other applicable South African legislation.

This Privacy Notice explains how we collect, use, disclose, and protect your personal information when you visit our website, create an account, place an order, subscribe to communications, or otherwise interact with our business.

1. RESPONSIBLE PARTY

TOPHENEGG (Pty) Ltd is the responsible party responsible for determining the purpose and means of processing your personal information.

Website: <https://www.tophenegg.site>

Email: info@tophenegg.site

Information Officer: Gavin Olivier (Director)

2. PERSONAL INFORMATION WE COLLECT

Depending on your interaction with us, we may collect:

- Full name
- Company name
- Email address
- Telephone number
- Delivery address
- Billing address
- Order information
- Payment confirmation details
- Customer communications
- Website usage information
- IP address
- Device and browser information
- Cookie data

We do **not** store your complete debit or credit card details. Payments are securely processed by our authorised third-party payment service providers.

3. WHY WE COLLECT YOUR INFORMATION

We collect and process your personal information in order to:

- Process and fulfill orders
 - Deliver products
 - Process payments
 - Provide customer support
 - Manage customer accounts
 - Respond to enquiries
 - Improve our products and website
 - Prevent fraud and unauthorised transactions
 - Comply with legal and regulatory obligations
 - Send marketing communications where permitted by law or where you have provided your consent
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4. LEGAL BASIS FOR PROCESSING

Your personal information is processed where:

- You have given consent;
 - Processing is necessary to fulfill a contract with you;
 - Processing is required by law;
 - Processing protects your legitimate interests; or
 - Processing is necessary for our legitimate business interests, provided your rights are not overridden.
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5. SHARING YOUR INFORMATION

Your personal information may be shared with trusted third parties only where necessary, including:

- Payment service providers
- Courier and delivery partners
- IT and cloud service providers
- Customer relationship management (CRM) providers
- Professional advisers
- Government authorities or regulators where required by law

All service providers are required to protect your personal information and process it only for authorised purposes.

6. HOW WE PROTECT YOUR INFORMATION

TOPHENEGG implements appropriate technical and organisational safeguards to protect personal information against:

- Unauthorised access
- Loss
- Theft
- Misuse
- Alteration
- Disclosure
- Destruction

Although we take reasonable precautions, no electronic system can be guaranteed to be

completely secure.

7. RETENTION OF INFORMATION

We retain your personal information only for as long as necessary to:

- Complete your transactions;
- Provide ongoing services;
- Comply with legal obligations;
- Resolve disputes; and
- Enforce our agreements.

When information is no longer required, it will be securely deleted, destroyed, anonymised, or de-identified where appropriate.

8. YOUR RIGHTS

Under POPIA, you have the right to:

- Request access to your personal information;
- Request correction of inaccurate or incomplete information;
- Request deletion where permitted by law;
- Object to certain processing activities;
- Withdraw consent where processing is based on consent;
- Lodge a complaint with the Information Regulator.

Requests may be submitted to our Information Officer using the contact details below.

9. COOKIES

Our website uses cookies and similar technologies to:

- Improve website functionality;
- Remember your preferences;
- Analyse website performance;

- Enhance your browsing experience.

Please refer to our Cookie Policy for more information.

10. CONTACT DETAILS

TOPHENEKG (Pty) Ltd

Website: <https://www.tophenegg.site>

Email: privacy@tophenegg.site

Information Officer: Gavin Olivier (Director)

For any questions regarding this Privacy Notice or your personal information, please contact our Information Officer.

11. COMPLAINTS

If you believe your personal information has been processed unlawfully or your privacy rights have been infringed, you may lodge a complaint with the Information Regulator of South Africa using its official complaint procedures.

12. CHANGES TO THIS NOTICE

TOPHENEKG (Pty) Ltd may update this Privacy Notice from time to time to reflect changes in legislation, technology, or our business practices.

The latest version will always be available on our website.

Document Control

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Company: TOPHENEGG (Pty) Ltd

Version: 1.0

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Review Date: Annually

Applicable Legislation:

- Protection of Personal Information Act 4 of 2013 (POPIA)
- Promotion of Access to Information Act 2 of 2000 (PAIA)
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002