

# STORI GROUP (PTY) LTD

## POPIA PRIVACY POLICY

Protection of Personal Information Act 4 of 2013 — Section 18 Compliance

Version 1.0 | May 2026

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### 1. Introduction

STORI GROUP (PTY) LTD ("STORI", "we", "us", "our") is committed to protecting the personal information of all persons who interact with our platform, including vendors, buyers, and visitors to thestori.co.za.

This policy is issued in compliance with the Protection of Personal Information Act 4 of 2013 (POPIA) and sets out how STORI collects, uses, stores, shares, and protects personal information. It also describes the rights of data subjects and how those rights can be exercised.

By using our platform, you acknowledge that you have read and understood this policy.

### 2. Who We Are

Responsible party (as defined in POPIA):

- Company: STORI GROUP (PTY) LTD
- Registration number: 2026/329197/07
- Physical address: 67 Voortrekker Road, Nigel, Gauteng, 1490
- Postal address: [PO BOX — TO BE UPDATED]
- Email: admin@thestori.co.za
- Website: thestori.co.za

Information Officer: Paulo Ricardo Goncalves — admin@thestori.co.za

### 3. Personal Information We Collect

#### 3.1 From buyers

- Full name and surname
- Email address
- Delivery address
- Order history and preferences
- Device and browser information (via analytics)
- Live chat content (if Crisp is used)

We do not collect or store payment card details. All payment processing is handled by PayFast, an authorised payment service provider.

#### 3.2 From vendors

- Full name and surname

- Email address
- Physical and postal address
- Bank account details (for payout processing)
- SARS tax number (if provided)
- Store name, biography, and product information
- Sales, commission, and payout history
- Referral activity

We do not collect identity documents or copies of ID from vendors.

### **3.3 From all users**

- IP address and approximate location
- Pages visited and time spent on platform (anonymised analytics)
- Emails opened and links clicked (Brevo)

## **4. Why We Collect Personal Information**

STORI collects personal information only for lawful, specific purposes directly related to operating the marketplace:

- To create and manage buyer and vendor accounts
- To process orders and facilitate delivery
- To calculate and process vendor payouts and commission
- To send transactional emails (order confirmations, payout notifications, account alerts)
- To send platform updates and newsletters (with consent)
- To comply with legal obligations including tax reporting
- To prevent fraud and ensure platform security
- To improve platform performance through anonymised analytics
- To respond to enquiries submitted via live chat or email

We do not sell personal information to third parties. We do not use personal information for automated decision-making that produces legal effects without human review.

## **5. Legal Basis for Processing**

STORI processes personal information on the following grounds as provided for in POPIA:

- Contractual necessity — processing is required to fulfil our obligations to vendors and buyers under our platform terms.
- Legal obligation — processing is required to comply with applicable South African law.
- Legitimate interest — processing is necessary for the legitimate operation and security of the platform, provided such interest is not overridden by the data subject's rights.
- Consent — for newsletter subscriptions and non-essential communications, where consent is obtained and can be withdrawn at any time.

## **6. Third-Party Operators and Cross-Border Transfers**

STORI uses the following third-party service providers who may process personal information on our behalf. Each is used only to the extent necessary and is subject to appropriate data processing obligations.

### **6.1 Neon (database hosting)**

Neon provides PostgreSQL database hosting. All personal data collected by STORI is stored on Neon infrastructure. Neon is a US-based company. Data may be stored in servers outside of South Africa. STORI has taken reasonable steps to ensure that Neon applies appropriate data protection measures.

### **6.2 Brevo (email)**

Brevo processes names and email addresses to deliver transactional emails (order confirmations, payout notifications, account alerts) and newsletter communications. Brevo is subject to GDPR as a European-based provider.

### **6.3 PostHog (analytics)**

PostHog is used for platform analytics. Data is anonymised and processed in the EU region. PostHog does not receive personally identifiable information in a form that could identify individual users.

### **6.4 Crisp (live chat)**

Crisp processes names, email addresses, and chat content for users who initiate live chat on the platform. Chat content is stored on Crisp's servers.

### **6.5 PayFast (payments)**

PayFast is an authorised South African payment service provider. All card and payment data is handled exclusively by PayFast. STORI never receives, stores, or processes card numbers or banking credentials.

### **6.6 Cloudflare R2 (file storage)**

Product images and platform assets are stored on Cloudflare R2, a US-based object storage service. Files stored include product images uploaded by vendors. No personal documents or sensitive personal information are stored here.

### **6.7 Vercel (hosting)**

Vercel hosts the STORI web application. Vercel processes request logs and technical infrastructure data. No personal data is intentionally stored by Vercel; it functions as infrastructure only.

Cross-border transfers: Some of the above providers are located outside South Africa. By using the STORI platform, you acknowledge that your personal information may be transferred to and stored in jurisdictions outside South Africa. STORI takes reasonable steps to ensure that such transfers comply with POPIA Section 72.

## **7. How Long We Keep Your Information**

STORI retains personal information only for as long as necessary for the purpose for which it was collected, or as required by law:

- Buyer accounts and order history: retained for the duration of the account and 5 years after closure for legal compliance purposes.
- Vendor accounts and financial records: retained for 5 years after the vendor account is closed, in line with South African tax record-keeping requirements.
- Chat records (Crisp): retained as per Crisp's data retention settings, typically up to 12 months.
- Analytics data (PostHog): anonymised, retained indefinitely for platform improvement purposes.
- Email communications (Brevo): retained for up to 3 years.

When information is no longer required, it is deleted or anonymised securely.

## 8. How We Protect Your Information

STORI implements reasonable technical and organisational measures to protect personal information against unauthorised access, disclosure, alteration, or destruction:

- All platform traffic is encrypted via HTTPS/TLS.
- Authentication is handled via NextAuth.js with secure session management.
- Database access is restricted to authorised platform processes only.
- Payment data is never stored on STORI systems — PayFast handles all card processing.
- Access to administrative functions is restricted by role-based permissions.

No system is completely secure. In the event of a data breach that poses a risk to data subjects, STORI will notify affected parties and the Information Regulator as required by POPIA.

## 9. Your Rights as a Data Subject

In terms of POPIA, you have the right to:

- Be notified when your personal information is collected.
- Access the personal information we hold about you.
- Request correction of inaccurate or incomplete personal information.
- Request deletion of your personal information, subject to our legal retention obligations.
- Object to the processing of your personal information on legitimate grounds.
- Withdraw consent for processing based on consent, at any time.
- Lodge a complaint with the Information Regulator.

To exercise any of these rights, contact our Information Officer at [admin@thestori.co.za](mailto:admin@thestori.co.za). We will respond within a reasonable period and no later than 30 days.

## 10. Cookies and Tracking

STORI uses cookies and similar tracking technologies to operate the platform, maintain sessions, and analyse usage. Cookies used include:

- Session cookies — required for login and platform functionality. Cannot be disabled without impacting platform use.
- Analytics cookies (PostHog) — used to understand how the platform is used. Data is anonymised.

By using the platform, you consent to the use of essential cookies. Where analytics cookies are used, we aim to minimise personally identifiable data collected.

## **11. Children's Personal Information**

The STORI platform is not intended for use by persons under the age of 18. We do not knowingly collect personal information from minors. If we become aware that a minor has provided personal information, we will delete it promptly. If you believe a minor has submitted personal information to our platform, please contact us at [admin@thestori.co.za](mailto:admin@thestori.co.za).

## **12. Complaints and the Information Regulator**

If you are dissatisfied with how STORI has handled your personal information, you may lodge a complaint with the Information Regulator:

- Website: [www.inforegulator.org.za](http://www.inforegulator.org.za)
- Email: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)
- Postal address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

We encourage you to contact us directly first at [admin@thestori.co.za](mailto:admin@thestori.co.za) so that we have the opportunity to resolve your concern.

## **13. Updates to This Policy**

This policy may be updated from time to time to reflect changes in our practices or applicable law. The version date on the cover page reflects the date of the most recent update. Where material changes are made, we will notify registered users by email. Continued use of the platform after such notification constitutes acceptance of the updated policy.

The latest version of this policy is always available at [thestori.co.za](http://thestori.co.za).