

## POPIA Privacy Policy

**Oh My Health (Pty) Ltd**

Website: [www.ohmyhealth.co.za](http://www.ohmyhealth.co.za)

Last Updated: 02/03/26

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### 1. Introduction

This Privacy Policy explains how Oh My Health (Pty) Ltd (“Oh My Health”, “we”, “us” or “our”) collects, processes, stores and protects your personal information in accordance with:

- The Protection of Personal Information Act, 4 of 2013 (POPIA)
- The Promotion of Access to Information Act, 2 of 2000 (PAIA)
- The Electronic Communications and Transactions Act, 25 of 2002 (ECTA)

By using our website or purchasing from us, you consent to the processing of your personal information as described in this Policy.

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### 2. Who We Are

Oh My Health (Pty) Ltd is a South African online wellness retailer specialising in health, supplement, peptide and lifestyle products.

We operate exclusively through our e-commerce platform:

[www.ohmyhealth.co.za](http://www.ohmyhealth.co.za)

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### 3. Personal Information We Collect

We may collect and process the following categories of personal information:

- Full name and surname
- Company Registration details (where applicable)
- Email address
- Telephone number
- Delivery and billing addresses
- Payment confirmation details (excluding stored card information)
- Order history
- IP address and website usage data
- Any information voluntarily submitted via forms, emails or account registration

We do not store credit card details.

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#### **4. How We Collect Your Information**

We collect personal information:

- Directly from you when placing an order
  - When registering an account
  - When contacting us via email or website forms
  - When subscribing to marketing communications
  - Through cookies and website analytics tools
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#### **5. Purpose of Processing Personal Information**

We process your information for one or more of the following purposes:

- Processing and fulfilling orders
  - Delivering products
  - Customer support and communication
  - Responding to enquiries
  - Internal record keeping
  - Marketing communications (only where consent has been provided)
  - Improving our website, services and customer experience
  - Legal and regulatory compliance
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#### **6. Lawful Basis for Processing (POPIA Compliance)**

In terms of POPIA, we process personal information under the following lawful grounds:

- Your consent
- Performance of a contract (processing your order)
- Compliance with a legal obligation
- Protection of your legitimate interests
- Our legitimate business interests

You have the right to withdraw consent at any time where processing is based on consent.

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#### **7. How We Store and Protect Your Information**

We take reasonable technical and organisational measures to safeguard personal information.

### **Storage Methods:**

- Secure, password-protected cloud systems
- Encrypted payment gateways
- Restricted internal access controls

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

- Fulfil the purpose for which it was collected
- Comply with legal, tax and accounting requirements

Where legally required, certain records may be retained for up to five (5) years.

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

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### **8. Sharing of Personal Information**

We do not sell, rent or trade your personal information.

We may share information only with:

- Payment processors
- Courier and logistics providers
- IT and hosting service providers
- Professional advisors (legal or accounting)
- Regulatory or law enforcement authorities (if required by law)

All third parties are required to maintain confidentiality and data protection standards.

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### **9. Your Data Protection Rights**

Under POPIA, you have the right to:

- Request access to your personal information
- Request correction or updating of your data
- Request deletion of personal information (subject to legal obligations)
- Object to processing
- Withdraw consent
- Lodge a complaint with the Information Regulator

Requests must be submitted in writing to:

 [info@ohmyhealth.co.za](mailto:info@ohmyhealth.co.za)

We may require identity verification before processing your request.

We will respond within a reasonable time, typically within 15 days.

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## **10. Complaints**

If you believe your personal information has been processed unlawfully, you may contact us first to resolve the issue.

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## **11. Cookies Policy**

Our website uses cookies to:

- Improve user experience
- Analyse website traffic
- Understand customer preferences
- Enhance functionality

Cookies do not give us access to your computer or any information other than what you voluntarily provide.

You may disable cookies in your browser settings, although some website functionality may be limited.

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## **12. External Links**

Our website may contain links to third-party websites. Once you leave our website, we are not responsible for the privacy practices or content of those external sites.

We recommend reviewing their privacy policies before providing personal information.

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## **13. Website Usage & Security Disclaimer**

While we take reasonable steps to ensure our website is secure, we cannot guarantee uninterrupted access or that the website will be free from errors, viruses or harmful components.

Use of our website is at your own risk.

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## **14. Intellectual Property**

All content on [www.ohmyhealth.co.za](http://www.ohmyhealth.co.za), including logos, text, graphics, product descriptions, branding and digital materials, is the property of Oh My Health (Pty) Ltd and may not be copied, reproduced or distributed without written permission.

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## **15. Changes to This Policy**

Oh My Health reserves the right to amend this Privacy Policy at any time. Updates will be published on this page.

Continued use of our website constitutes acceptance of any updated terms.