



April 2026

Privacy Policy (POPIA):

Your Privacy Matters to Us

At **Exotic Exhale**, we are committed to protecting your personal information and respecting your privacy. This policy explains how we collect, use, and protect your information in line with the Protection of Personal Information Act (POPIA).

1. Who We Are

Exotic Exhale is a registered company operating from Krugersdorp, Johannesburg. We provide products and services related to our business and interact with customers through our website and other channels.

2. What Information We Collect

We collect personal information to provide you with our services and improve your experience.

This may include:

- Name and surname
- Contact number
- Email address
- Physical address

We collect this information when you:

- Contact us
- Place an order
- Use our website



We may also collect website usage data through cookies to understand how visitors use our site.

3. How We Use Your Information

We only use your personal information for the purpose it was collected, including:

- Communicating with you
 - Processing orders and delivering services
 - Verifying your identity
 - Preventing fraud or illegal activity
 - Improving our services and customer experience
 - Meeting legal and regulatory requirements
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4. Sharing Your Information

We may share your information with trusted third parties, such as:

- Delivery services
- Payment processors
- Service providers who help us operate our business

These parties are required to keep your information secure and use it only for the intended purpose.

We may also disclose your information:

- When required by law
 - To protect our rights or prevent harm
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5. Keeping Your Information Safe

We take reasonable steps to protect your personal information from loss, misuse, or unauthorized access.

This includes:

- Secure systems and networks
- Controlled access to information
- Regular security reviews

We also ensure that any third parties we work with follow strict privacy and security standards.

6. Your Rights

You have the right to:

- Request access to your personal information
- Ask us to correct or update your information
- Request deletion of your information (where applicable)
- Withdraw consent for us to use your data

To protect your privacy, we may ask for identification before processing these requests. A small fee may apply where permitted by law.

7. Cookies

Our website may use cookies to:

- Improve your browsing experience
- Understand how our website is used



You can disable cookies in your browser settings if you prefer.

8. Retention of Information

We keep your information only for as long as necessary:

- To provide services
 - To comply with legal obligations
 - For record-keeping purposes
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9. Complaints & POPIA Compliance

If you believe your personal information has been misused, you have the right to lodge a complaint with the Information Regulator of South Africa.

10. Updates to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website.

11. Contact Us

If you have any questions, requests, or concerns about your personal information, please contact us:

Exotic Exhale

 081 688 3885

 admin@exoticexhale.co.za