TS Topex Store

Topex Store

Security and Data Protection

How we keep your business data safe · Version 2026-11-22 Topex Store · Accra, Ghana · theodore@topexstore.com

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Part 1. Our promises

1. **Your data is yours.** We never sell it and never use it for anything except running Topex Store for you.
2. **Your business is sealed off.** No other business can see your products, sales, customers or reports.
3. **You can always take your data with you,** even if your subscription lapses.
4. **We tell you if something goes wrong.** If a breach affects your data, we'll tell you quickly and honestly.

Part 2. Where your data lives

What	Where	Protection
The database (products, stock, sales, customers, settings)	Render, in **Frankfurt, Germany (EU)**	Encrypted disks; private network; not reachable directly from the internet
Uploaded images (logo, product photos, expense receipts)	Cloudinary	Encrypted storage and transfer
Daily backups	Separate, off-site storage	**AES-256 encrypted** before they leave the server; kept 14 days
Offline till data	The till device itself	Synced to the server as soon as the internet returns

Part 3. Protection in layers

3.1 Encryption

- **In transit:** every connection to Topex Store uses **HTTPS (TLS)**, on the app, the API and the website.
- **At rest:** the database is held on encrypted disks, and **backups are AES-256 encrypted**.

3.2 Signing in

- **Passwords:** stored only as a one-way hash (PBKDF2-SHA256), never as plain text. Weak or common passwords are refused.
- **Two-step sign-in:** owners and admins can turn on a code from an authenticator app (Google Authenticator, Microsoft Authenticator and others), with one-time recovery codes.
- **Till PINs:** 4-digit, stored as hashes, and only for signing in at a paired till.
- **Brute-force protection:** sign-in attempts are rate-limited.
- **Sessions:** short-lived access tokens are kept in **httpOnly, secure cookies** that page scripts can't read. You can see your signed-in devices and **sign any device out** remotely.

3.3 Who can see what

- **Business isolation:** every request is checked against the business it belongs to. Automated tests prove one business can't read another's data.
- **Roles:**

Role	Can do
Owner	Everything, including plan and billing, and ownership
Admin	Run the business; settings and users
Manager	Stores they're assigned to: stock, approvals, reports
Cashier	Sell at the tills of their own store only

- **Approvals:** refunds, voids, price overrides and stock adjustments can be set to need a manager.
- **Work schedules:** you can limit cashiers to their working hours.
- **Activity log:** important actions (price changes, refunds, stock adjustments, user changes) are recorded with who did them and when.
- **Our support team:** a small team that accesses business data only to help you, keep the service secure, or when the law requires it.

3.4 Reliability

- **Daily encrypted backups**, kept for 14 days, with a tested restore procedure.
- **Offline selling:** a paired till keeps selling without internet, numbers every receipt, and syncs safely without creating duplicates.

- **Monitoring:** health checks on the app and database.

Part 4. Your data, your control

You can	Where
Download everything as CSV files (stores, products, stock, customers, suppliers, sales, expenses)	Settings › Download a copy of your data
Export any report to PDF, Excel or CSV	Reports
Correct your details	Account; Settings
Remove a user's access straight away	Users
Sign out a lost or stolen device	Account › Password & security
Close your business	Settings › Close business: kept 90 days in case you change your mind, then permanently erased
Ask what data we hold, or ask us to erase it	Email theodore@topexstore.com

Part 5. Keeping your shop safe: tips

1. **Turn on two-step sign-in** for every owner and admin.
2. **Give each person their own account.** Never share a password or till PIN.
3. **Use the smallest role that works:** cashiers don't need admin.
4. **Remove leavers the same day** in Users.
5. **Lock the tills' computers** and keep browsers up to date.
6. **Download a copy of your data** once a month and keep it safe.
7. **Be wary of messages that ask for your password or code.** Topex Store staff will **never** ask for them.

Part 6. Laws we follow

- **Ghana Data Protection Act, 2012 (Act 843):** we act as data processor for your business data, and data controller for account data. See our Privacy Policy and the Data Processing Terms in our Terms and Conditions.
- **Electronic Transactions Act, 2008 (Act 772):** for electronic records and agreements.
- The database is in the **EU**, under some of the strictest data protection rules in the world.

Part 7. Reporting a security problem

If you think you've found a security weakness in Topex Store:

- **Email:** theodore@topexstore.com, with the subject "Security".
- **Please don't:** access other people's data, or disrupt the service.
- **Our reply:** we'll reply within 2 business days, keep you updated, and thank you publicly if you'd like.

If you think **your account** has been misused, sign out all devices (Account › Password & security), change your password and contact us straight away.