

Privacy Policy

Orphan SA Pharmaceuticals (Pty) Ltd

1. Introduction

Orphan SA Pharmaceuticals (Pty) Ltd (“we”, “our”, or “us”) is committed to protecting your personal information in accordance with the **Protection of Personal Information Act (POPIA)** and other applicable regulations.

By using our website (<https://orphan.co.za>), you agree to the collection and use of information in accordance with this Privacy Policy.

2. Information We Collect

We may collect and process the following personal information:

Name and surname, email address and contact details, IP address and browser information, as well as any information submitted via contact forms, comments, or account registration. We may also collect technical data such as cookies, usage data, and analytics to help improve your experience on our website.

We limit collection to information that is **adequate, relevant, and not excessive** for the purpose it is processed.

3. Purpose of Processing

We use your information to provide and maintain our website, respond to enquiries or requests, and improve user experience and website functionality. Your data also helps us ensure website security, prevent fraud or spam, and comply with applicable legal and regulatory obligations.

We do not process personal information for purposes incompatible with those listed above.

4. Special Personal Information

As a pharmaceutical company, we do **not intentionally collect sensitive health or medical information** via this website unless explicitly required and with your consent.

This website is intended for **general informational purposes only** and does not constitute medical advice, diagnosis, or treatment.

5. Cookies and Tracking Technologies

We use cookies to improve functionality and user experience.

We use cookies and similar technologies to store user preferences, enable login functionality, and analyse site traffic and performance to improve how our website operates.

You may disable cookies via your browser settings; however, this may affect website functionality.

6. Comments and User-Generated Content

When visitors leave comments, we collect the data shown in the form, along with the visitor's IP address and browser information to support security and spam detection. An anonymised string (hash) created from your email address may be shared with the Gravatar service to check if you are using it. Once approved, your comment and any associated profile image may be visible to the public.

7. Embedded Content from Third Parties

Our website may include embedded content (e.g., videos, images, articles).

These third-party platforms may collect data about you, use cookies, and track your interaction with embedded content on our website.

We do not control these third-party services and recommend reviewing their privacy policies.

8. Sharing of Personal Information

We do not sell or rent your personal information. However, we may share your data with trusted service providers who assist in operating our website, under strict confidentiality agreements. We may also disclose information where required by law or regulatory authorities, or where necessary to protect our legal rights and prevent fraud.

9. Data Retention

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected. Comments and their metadata may be retained indefinitely to support moderation processes, while user profile information is kept until a deletion request is received. Technical data is retained for analytics and security purposes as required.

10. Data Security

We implement appropriate technical and organisational measures to safeguard personal information against loss, unauthorised access, misuse, or alteration. Despite these measures, no online system can be guaranteed to be completely secure.

11. Your Rights (POPIA)

In accordance with the Protection of Personal Information Act (POPIA), you have the right to access your personal information, request correction or deletion, object to the processing of your data, withdraw consent where applicable, and lodge a complaint with the Information Regulator. Requests can be submitted via our website.

12. Cross-Border Data Transfers

Where personal information is transferred outside of South Africa, we take steps to ensure that the recipient is subject to similar data protection laws or that appropriate safeguards are in place to protect your information.

13. Children's Information

Our website is not intended for individuals under the age of 18. We do not knowingly collect personal information from children.

14. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised effective date.

15. Contact Us

If you have any questions regarding this Privacy Policy or your personal information, please contact us via:

<https://orphan.co.za>

16. Disclaimer

Information provided on this website is for general informational purposes only and is not intended as medical advice. Always consult a qualified healthcare professional before making decisions related to your health or treatment.