

PART A: PRIVACY NOTICE (POPIA)

In accordance with the Protection of Personal Information Act

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act ("POPIA").

Pharma4U (Pty) Ltd, trading as Dr Konrad, knows that you care how information about you is used and shared, and we appreciate your trust in us to do that carefully and sensibly. This policy describes the types of personal information that we may collect, the purposes for which we use it, and the steps we take to safeguard your privacy.

As used throughout this policy, the term "the Company", "us" or "we" refers to Pharma4U (Pty) Ltd (Reg N: 2004/023294/07) and its website www.drkonrad.co.za. By engaging with us, you are accepting and consenting to the practices described in this privacy notice.

1. Contact Details

Any personal information provided to or gathered by the Company is controlled by us.

- Company: Pharma4U (Pty) Ltd (t/a Dr Konrad)
- Physical Address: Section 10-11, Prestige Place, Henry Vos Close, Asla Business Park, Strand, 7140
- Landline: + 27 (0) 21 854 4040
- Email: sales@pharma4u.co.za / sales@drkonrad.co.za
- VAT Number: 4070218534

2. What personal information do we collect?

The information we collect from you via our website or forms may include contact information (name, address, telephone, email), electronic data (IP addresses, web logs), and any records of correspondence.

3. Purpose of Processing

We use your personal information to provide products and services, manage contractual agreements, prevent fraud, and send authorized marketing communications.

4. Sharing and Transfer of Information

Information about our customers is an important part of our business and we do not sell it to others.

- Third-Party Service Providers: We employ other companies to perform functions on our behalf (e.g., couriers). They may not use data for other purposes.
- Analytics and Advertising Tools: We use tools such as Google Analytics and Meta Pixel (Facebook Pixel). These tools collect technical data on servers located outside of South Africa. By using our website, you consent to this transfer for analytical and advertising purposes.
- No Direct Commercial Transfer: Except for the technical tools mentioned above, the Company does not transfer your personal data to any third parties outside of South Africa, including the brand owners in Europe, unless required by law.

5. Cookies

We use cookies to recognize your browser and collect data through services like Google Analytics and Meta Pixel. This helps us improve website performance and deliver personalized advertisements. You can disable cookies in your browser settings.

6. Information Security

We maintain physical, electronic, and procedural safeguards to protect your personal information. We may request proof of identity before disclosing information to you.

7. Your Rights (Under POPIA)

You have the right to access, rectify, or object to the processing of your personal information. You also have the right to lodge a complaint with the Information Regulator South Africa at: complaints.ir@justice.gov.za.

8. Contact and Information Officer

Questions, comments, and requests regarding this privacy notice should be addressed to our Information Officer:

- Name: Daniela Zrcek
- Email: daniela@drkonrad.co.za

You also have the right to lodge a complaint with the **Information Regulator South Africa**:

- Email: complaints.ir@justice.gov.za

PART B: ACCESS TO INFORMATION (PAIA)

In accordance with the Promotion of Access to Information Act

9. Availability of the PAIA Guide

The Information Regulator has, in terms of section 10 of PAIA, made available a revised Guide on how to use PAIA. This Guide is available at <https://inforegulator.org.za/>.

10. Records held by the Company

The Company maintains records in accordance with South African legislation, including but not limited to:

- **Financial Records:** Annual financial statements, VAT records, and Tax returns.
- **Operational Records:** Product specifications, supplier agreements, and logistics.
- **Human Resources:** Employee contracts and payroll records.
- **Client Records:** Customer database and transaction history.

11. Procedure to Request Access to Information

To request access to any records held by the Company, the requester must:

- Use the prescribed **Form 2** (Request for Access to Record) at <https://inforegulator.org.za/paia-forms/>
- Address the request to the Information Officer (Daniela Zrcek) at daniela@drkonrad.co.za.
- Identify the right being protected and explain why the record is required.
- Pay the prescribed fee (if applicable) before the request is processed.

Last Updated: February 2026