



PRIVACY STATEMENT

Updated October 2023

This Privacy Statement is complementary to, and should be read and understood with, the general [Terms and Conditions](#) of Use of the Dr Derma Online Application and / or website ("the Platforms"). The definitions contained in the general Terms and Conditions of Use are applicable to this Privacy Statement.

1. The General Principles of our Privacy Statement

- 1.1. The purpose of this Privacy Statement is to set out how we collect, use, share and otherwise process your personal information (including special personal information) when you use the Platforms, register or apply online for any Dr Derma products or services, or when you contact Dr Derma electronically or by whatever other means.
- 1.2. When you engage with us, you trust us with personal information about yourself, your dependents, your beneficiaries, and your employees.
- 1.3. You have the right to object to the processing of your personal information. It is voluntary to accept these terms and conditions. However, we require your acceptance to enable you to use the Platforms and to provide you with services. If you use the Platforms, you accept these terms and conditions, unconditionally.

2. How we Collect your Personal Information

- 2.1. Whenever you use the Platforms, complete an application form, contact Dr Derma electronically or by whatever other means, or use the services offered by Dr Derma on the Platforms, Dr Derma will collect and process your personal information.
- 2.2. If you share your personal information with any third parties, we will not be responsible for any loss suffered by you, your dependents, your beneficiaries, spouse or employees.
- 2.3. If you are giving consent for a person under 18 (a minor) you confirm that you are a Competent Person and that you have authority to give their consent for them.
- 2.4. You understand that when you include your spouse and dependents on the Platforms or on your application, we will process their personal information in line with the terms and conditions of the Platforms and / or for the activation of a benefit and / or to pursue their legitimate interest in online dermatology. We will furthermore process their information for the purposes set out in this Privacy Statement.

3. Collect, Share and Use Personal Information

- 3.1. You agree that we may process your personal information for all lawful purposes that relate to the Platforms and the services or utilities offered on the Platforms. To be as informative and successful as possible, it is necessary for Dr Derma to find out exactly what you need and want on the Platforms.
- 3.2. Where applicable and to the extent appropriate, you confirm that we may share your personal information with third party companies in the pharmaceutical, cosmetics, medical or other general consumer sectors, within and outside of South Africa, for:
 - administration;

- fraud prevention;
- marketing, statistical, and academic research;
- customising our benefits and services to meet your needs; and
- the provision of the services, and the benefits and infrastructure, on the Platforms, designed to help you in your personal capacity.

3.3. Your privacy is important to us, and we will therefore not sell, rent or provide your personal information to unauthorised third parties for their independent use, without your consent.

3.4. You agree that we may transfer your personal information outside of South Africa:

3.4.1. if you provide an email address that is hosted outside of South Africa; or

3.4.2. to administer certain services, for example, cloud services; or

3.4.3. to supply third party international pharmaceutical companies with certain depersonalised product usage information

3.5. We will ensure that any country, company, or person that we pass your personal information to agrees to treat your information with the same, or a greater, level of protection as we are obliged to do in South Africa.

3.6. We may process your personal information using automated means (without human intervention in the decision-making process) to make a decision about you or your application for any service offered on the Platforms. You may query the decision made about you.

4. Protection of your Personal Information

4.1. Dr Derma values the information that you choose to provide and will take appropriate, reasonable technical and organisational steps to protect your personal information from loss, misuse or unauthorised alteration. The information Dr Derma has concerning Dr Derma and dermatologist clients is stored in databases that have built-in safeguards to ensure the privacy and confidentiality of that information.

4.2. When you use the services or utilities provided by Dr Derma on the Platforms, you may be given an access number, username, password and / or personal identification number (PIN). You must always keep your username, access card, password and / or PIN a secret and ensure that you do not disclose it to anyone.

5. Correction of Personal Information

5.1. You have an obligation to notify us if any of your personal information held by Dr Derma changed or is no longer valid to ensure our records are up to date. You can change this on the Platforms.

5.2. You have the right to know what personal information we hold about you. If you wish to receive a copy, please send an email to support@drderma.co.za and specify the information you would like. We will take all reasonable steps to confirm your identity before providing details of your personal information. Please note that we are entitled to charge a legally allowable fee for this service and will let you know what it is at the time of your request.

5.3. You have the right to ask us to update, correct or delete your personal information. Where we cannot delete your personal information, we will take all steps to make it anonymous (to



depersonalise or de-identify it). You agree that we may keep your personal information until you ask us to delete or destroy it. This is unless the law requires us to keep it or dispose thereof.

6. Personal Information held by or Disclosed by you or Dr Derma to a Third Party

- 6.1. As Dr Derma is not responsible for any representations or information or warranties or content on any third party website (including third party websites linked to this website, websites facilitated by us or websites that serve as social networks like Facebook or X), Dr Derma does not exercise control over the privacy policies of these third parties and you should refer to the privacy policies of these third parties to see how they protect your privacy.
- 6.2. Dr Derma may enter into arrangements with its partners and other third-party suppliers in order for them to provide services to you. Those arrangements may require us to disclose your personal information to them, whether in person or by means of an application or the use of the Platforms.
 - 6.2.1. If a third party asks us for any of your personal information, we will share it with them only if:
 - 6.2.2. You have already given your consent for the disclosure of this information to that third party in terms of this Privacy Statement, the general Terms and Conditions of Use or any other document; or
 - 6.2.3. We have a legal or contractual duty to give the information to that third party.
- 6.3. You agree that your personal information may be shared with third parties such as academics and researchers, including those outside of South Africa. We ensure that the academics and researchers will keep your personal information confidential, and all data will be made anonymous to the extent possible and where appropriate. No personal information will be made available to a third party unless that third party has agreed to abide by strict confidentiality protocols that we require. If we publish the results of this research, you will not be identified by name. If we want to share your personal information for any other reason, we will do so only with your permission.
- 6.4. If we become involved in a proposed or actual merger, acquisition or any form of sale of any assets, we have the right to share your personal information with the third parties in connection with the transaction. In the case of a merger, acquisition or sale, the new entity will have access to your personal information. The terms of the Privacy Statement will continue to apply.

7. Cookies, E-mail Tracking Pixels and Online Advertising

- 7.1. Dr Derma uses cookies. We use the word "cookie" to refer to information that is sent from the website to your hard drive, where it is saved. In this way, the next time you use the website, Dr Derma will know who you are and that you have visited the website before. We also collect information about how you use the website, your preferences and past browsing history.
- 7.2. Dr Derma engages third parties that help us deliver banner advertisements and other online communications, including targeted advertisements. The third parties may collect and use information about Dr Derma customers to help us understand the offers, promotions, and types of advertising that are most appealing to our customers. The personal information they collect is aggregated and cannot be linked to a person.
- 7.3. Third party vendors, such as Google Marketing Platform, show Dr Derma ads on sites on the internet.



- 7.4. Third party vendors, such as Google Marketing Platform, use cookies to serve ads based on a user's prior visits to Dr Derma's website.
- 7.5. We make use of e-mail tracking pixels in certain instances to assist us in keeping you informed of Dr Derma products available to you.
- 7.6. Users may opt out of Google Marketing Platform's use of cookies and e-mail tracking pixels by visiting the Google advertising opt-out page or by visiting the Network Advertising Initiative opt out page.

8. Changes to this Privacy Statement

- 8.1. Dr Derma may amend this Privacy Statement at any time.
- 8.2. The most updated version of this Privacy Statement will govern the respective rights and obligations between you and Dr Derma each time that you access and use the Platforms, even if you did not receive notice of any applicable changes and continued to use the services offered on the Platforms.

9. Which Laws Apply to this Privacy Statement

This Privacy Statement is governed by the laws of the Republic of South Africa, and you consent to the jurisdiction of the South African courts in respect of any dispute which may arise out of or in connection with the formation, interpretation, substance or application of this Privacy Statement.

10. Use Personal Information Contrary to the Privacy Statement

If you believe that we have used your personal information contrary to this Privacy Statement, you must first attempt to resolve any concerns with us. If you are not satisfied after this process, you have the right to lodge a complaint with the Information Regulator here: <https://inforegulator.org.za/complaints/>.

*****END OF PRIVACY STATEMENT*****