



January 30, 2026

## Privacy Policy

This Privacy Policy governs how Alora Medical (PTY) Ltd collects, uses, maintains, and discloses information collected from users (each, a “Customer”) of Alora Medical (PTY) Ltd. This Privacy Policy applies to Alora Medical (PTY) Ltd and all products offered by Alora Medical (PTY) Ltd.

### Personal Identification Information

We may collect personal identification information from customers in various ways, including when Customers enrol in Alora Medical (PTY) Ltd or its products, subscribe to a newsletter, or engage in other activities, services, features, or resources we offer. Customers may visit Alora Medical (PTY) Ltd anonymously. We will collect personal identification information from Customers only if they voluntarily submit such information to us. Customers can choose not to provide personal identification information, but this may prevent them from engaging in certain activities related to Alora Medical (PTY) Ltd products.

### How We Use Collected Information

Alora Medical (PTY) Ltd may collect and use Customers’ personal identification information for the following purposes:

- **To Improve Customer Service:** The information you provide helps us respond to your customer service requests and support needs more efficiently.
- **To Personalise User Experience:** We may use information in aggregate to understand how our Customers as a group use the services and resources provided by Alora Medical (PTY) Ltd.
- **To Send Periodic Emails:** We may use Customer email addresses to send information and updates pertaining to their orders. Email addresses may also be used to respond to inquiries, questions, or other requests.

### Sharing Your Personal Information

We do not sell, trade, or rent Customer personal identification information to others. Alora Medical (PTY) Ltd will never share your details with any third parties.

### Third-Party Websites

Customers may encounter advertising or other content in our Alora Medical (PTY) Ltd brand that links to websites and services of our partners, suppliers, advertisers, sponsors, licensors, and other third parties. We do not control the content or links on these websites and are not responsible for the practices employed by websites linked to or from our Alora Medical (PTY) Ltd brand. These websites and services may have their own privacy policies and customer service policies.

### Alora Medical (PTY) Ltd

VAT: 4420317812 | Registration number: 2023/852838/07

- +27 68 622 7803
- info@aloramed.co.za
- www.aloramed.co.za
- 23 Stinkhout Street, Eldoraigne, 0157 Gauteng



### **Changes to This Privacy Policy**

Alora Medical (PTY) Ltd has the discretion to update this Privacy Policy at any time. We encourage Customers to frequently check this page for any changes. You acknowledge and agree that it is your responsibility to review this Privacy Policy periodically and become aware of modifications.

### **Your Acceptance of These Terms**

By enrolling in the Alora Medical (PTY) Ltd Brand, you signify your acceptance of this Privacy Policy. If you do not agree to this Privacy Policy, please do not enrol in the Brand. Your continued enrolment in the Brand following the posting of changes to this Privacy Policy will be deemed your acceptance of those changes.

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