

PRIVACY POLICY



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Effective Date: 18 August 2026

1. Introduction

THEA Medical Store L.L.C. ("THEA Medical Store", "THEA", "we", "us", or "our") respects your privacy and is committed to protecting the personal information entrusted to us.

THEA Medical Store L.L.C. is a healthcare supply and medical equipment solutions company based in the United Arab Emirates. Our business activities include pharmaceutical product supply, medical and surgical equipment trading, medical equipment rental, para-pharmaceutical products trading, medical and surgical articles and requisites trading, and medical equipment management and operation.

This Privacy Policy explains how we collect, use, disclose, store, and protect personal data when you visit or interact with our website, contact us through our website, communicate with us electronically, or otherwise interact with our online services.

This Privacy Policy is intended to apply to our website and related online interactions and should be read together with any other notices or terms that may apply to specific services.

2. Who We Are

Legal Name: THEA Medical Store L.L.C.

Location: United Arab Emirates

Website: www.theadrugstore.com

Email: info@theadrugstore.com

License No.: 1239741

Register No.: 2087493

DCCI No.: 487415

Address:

103, ART XV, Marasi Dr, Business Bay, Dubai, United Arab Emirates
France Q05, 0000, Dubai, United Arab Emirates

THEA Medical Store operates as a licensed healthcare distributor and medical equipment service provider. The company serves hospitals, clinics, laboratories, pharmacies, rehabilitation centres, home healthcare providers, and other healthcare organizations across the UAE.

3. Scope of This Privacy Policy

This Privacy Policy applies to personal data collected through:

- Our website;
- Website contact and inquiry forms;
- Email communications;
- Business inquiries;
- Requests for medical product information;
- Equipment rental inquiries;
- Equipment management inquiries;
- Communications through website-linked social media or messaging channels, where applicable;
- Other online interactions with THEA Medical Store.

This Privacy Policy does not necessarily apply to third-party websites, social-media platforms, Google Maps, messaging platforms, or other external services that may be accessible through links on our website. Those services operate under their own privacy policies.

4. Personal Data We May Collect

Depending on how you interact with us, we may collect information such as:

4.1 Contact Information

When you submit an inquiry or contact us, we may collect:

- Full name;
- Contact person name;
- Email address;
- Telephone or mobile number;
- Company or healthcare facility name;
- Job title or department;
- Business address;
- Other contact details that you voluntarily provide.

The website requirements specifically provide for an inquiry form requesting the **Full Name / Contact Person, Healthcare Facility Name, Department, Service Required, and Message**.

4.2 Business and Inquiry Information

We may collect information relating to your request, including:

- Type of service requested;
- Medical product or equipment requirements;
- Equipment rental requirements;
- Equipment management requirements;
- Procurement-related information;
- Information included in your message or inquiry;
- Information necessary to respond to your business request.

4.3 Technical Information

When you visit our website, certain technical information may be automatically collected by the website or its hosting and security systems, depending on the technologies implemented. This may include:

- IP address;
- Browser type;
- Device type;
- Operating system;
- Website pages visited;
- Date and time of access;
- Referring website;
- General website usage information;
- Security and diagnostic information.

THEA Medical Store will only collect such information to the extent reasonably necessary for website operation, security, analytics, or other legitimate purposes.

4.4 Location Information

Our website is intended to include a Google Maps integration showing the company's location in the UAE.

If you interact with an embedded map or related third-party service, that service may process information according to its own privacy practices.

5. Health and Medical Information

THEA Medical Store operates within the healthcare and medical supply sector. However, the website is primarily intended to support business, product, service, and general inquiries.

Please do not submit patient medical records, diagnoses, prescriptions, medical histories, laboratory reports, medical images, or other sensitive health information through the general website contact form unless THEA Medical Store specifically requests and authorizes you to do so through an appropriate secure channel.

Under UAE data protection law, information relating to an individual's health or healthcare status may constitute sensitive personal data.

Where sensitive personal data is legitimately required for a particular service or legal obligation, THEA Medical Store will process such information only for appropriate purposes and in accordance with applicable UAE laws and regulatory requirements.

6. How We Collect Personal Data

We may collect personal data:

- Directly from you when you submit a contact form;
- When you contact us by email or telephone;
- When you request information about our products or services;
- When you communicate with us regarding equipment rental or management;
- When you communicate with us through business or social-media channels;
- Automatically through website technologies, where applicable;
- From your organization or authorized representatives when you interact with us on behalf of a hospital, clinic, laboratory, pharmacy, or other healthcare organization.

7. Why We Use Your Personal Data

We may process personal data for the following purposes:

Business Inquiries

To receive, review, respond to, and manage inquiries submitted through our website.

Product and Service Requests

To provide information about:

- Pharmaceutical products;
- Medical equipment;
- Surgical supplies;
- Medical consumables;
- Para-pharmaceutical products;
- Medical equipment rental;
- Medical equipment management;
- Healthcare facility support.

Business Communication

To communicate with customers, healthcare organizations, procurement teams, suppliers, partners, and other business contacts.

Service Delivery

To understand business requirements and provide appropriate product, rental, logistics, or technical-management services.

Website Operation

To operate, maintain, secure, troubleshoot, and improve our website.

Security

To detect, prevent, investigate, and respond to unauthorized access, fraud, abuse, security incidents, or other unlawful activities.

Legal and Regulatory Compliance

To comply with applicable UAE laws, regulations, regulatory requirements, lawful requests, and obligations applicable to our business.

Business Records

To maintain appropriate records relating to inquiries, communications, transactions, contractual relationships, and business operations.

8. Legal Basis for Processing

Where applicable under UAE data protection law, THEA Medical Store may process personal data on one or more lawful grounds, including:

- Your consent;
- Taking steps at your request before entering into a business relationship or contract;
- Performing a contract or providing requested services;
- Compliance with legal or regulatory obligations;
- Protecting legitimate business interests where permitted by applicable law;
- Protecting the security and integrity of our systems;
- Other grounds permitted under applicable UAE law.

Where consent is required, we will seek consent in an appropriate manner.

The UAE Personal Data Protection Law provides specific circumstances in which personal data may be processed without consent and establishes controls governing personal-data processing.

9. Contact and Inquiry Forms

Our website may provide an inquiry form through which business visitors can contact THEA Medical Store.

The form may request:

- Full Name / Contact Person;
- Healthcare Facility Name;
- Department;
- Service Required;
- Message / Request Details.

Information submitted through the form may be sent to our official business email or designated personnel so that we can respond to your inquiry.

10. How We Share Personal Data

THEA Medical Store does not sell personal data.

We may disclose personal data where reasonably necessary to:

- Employees and authorized representatives;
- Service providers supporting our website or IT systems;
- Website hosting and security providers;
- Email and communication service providers;
- Professional advisers;
- Contractors or technical service providers;
- Logistics or service partners where required to fulfil a legitimate business request;
- Government authorities or regulatory bodies where legally required;
- Law enforcement or other competent authorities where required by law.

Third parties receiving personal data are expected to process it only for legitimate purposes and to apply appropriate confidentiality and security measures.

11. Third-Party Services and External Links

Our website may contain or integrate third-party services, including:

- Google Maps;
- LinkedIn;
- Facebook;
- Instagram;
- WhatsApp Business;
- Telegram;
- Other external websites or communication platforms.

The source website plan specifically identifies Google Maps and social-media links as website features.

These third-party services may collect or process information independently of THEA Medical Store. Their processing is governed by their respective privacy policies and terms.

We recommend reviewing the privacy policies of third-party services before interacting with them.

12. Cookies and Similar Technologies

Our website may use cookies and similar technologies necessary for:

- Website functionality;
- Security;
- Performance;
- Analytics;
- Understanding website usage;
- Improving website content and user experience.

Where third-party analytics, advertising, mapping, or other technologies are implemented, those services may place their own cookies or similar technologies.

You may be able to control cookies through your browser settings. Disabling certain cookies may affect website functionality.

Note: The current website specification does not identify a specific analytics or advertising platform. Any cookie implementation should therefore be reviewed and added to this Privacy Policy before the website goes live.

13. Data Security

THEA Medical Store is committed to protecting personal data against unauthorized access, alteration, disclosure, loss, misuse, or destruction.

Depending on the nature and risk of processing, appropriate technical and organizational measures may include:

- Access controls;
- Authentication controls;
- Secure communications;
- Data encryption where appropriate;
- Secure hosting;
- System monitoring;
- Backups;
- Confidentiality obligations;
- Security updates;
- Access restrictions based on business need.

The UAE Personal Data Protection Law requires appropriate technical and organizational measures for personal-data security, including measures relating to encryption, confidentiality, integrity, availability, recovery, and security testing.

However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

14. Data Retention

THEA Medical Store will retain personal data only for as long as reasonably necessary for the purposes for which it was collected, including:

- Responding to inquiries;
- Providing requested products or services;
- Maintaining business records;
- Fulfilling contractual obligations;
- Meeting legal, regulatory, accounting, or reporting requirements;
- Resolving disputes;
- Protecting our legal rights;
- Preventing fraud or misuse.

The retention period may vary depending on the nature of the information and the purpose for which it is processed.

When personal data is no longer required, it may be securely deleted, anonymized, or otherwise disposed of in accordance with applicable requirements.

15. Your Data Protection Rights

Subject to applicable UAE law and relevant legal exceptions, you may have rights concerning your personal data, including rights to:

- Receive information about the personal data being processed;
- Know the purposes for which your personal data is processed;
- Request access to your personal data;
- Request correction of inaccurate or incomplete personal data;
- Request deletion or erasure where applicable;
- Request restriction of processing where applicable;

- Object to certain processing activities where applicable;
- Request transfer of personal data where applicable;
- Withdraw consent where processing is based on consent;
- Receive information about certain automated processing or profiling, where applicable;
- Submit a complaint regarding the processing of your personal data.

The UAE Personal Data Protection Law specifically provides data subjects with rights to receive information about processing, correction or erasure, and other data-protection matters.

These rights are subject to applicable legal conditions, exemptions, and limitations.

16. How to Exercise Your Rights

To make a privacy or data-protection request, contact us using:

Email: info@theadrugstore.com

Phone: +971 4 338 7946

Address:

103, ART XV, Marasi Dr, Business Bay, Dubai, United Arab Emirates
France Q05, 0000, Dubai, United Arab Emirates

When making a request, we may need sufficient information to verify your identity and protect the personal data of others.

We will handle legitimate requests in accordance with applicable UAE law.

The UAE Personal Data Protection Law requires controllers to provide clear and appropriate means through which data subjects can exercise their rights.

17. Data Protection Officer

Depending on the nature, scale, and risk of THEA Medical Store's processing activities, applicable UAE law may require the appointment of a Data Protection Officer (DPO).

Where a DPO is required or appointed, the relevant contact details will be provided here:

Email: info@theadrugstore.com

Phone: +971 4 338 7946

Address:

103, ART XV, Marasi Dr, Business Bay, Dubai, United Arab Emirates
France Q05, 0000, Dubai, United Arab Emirates

The UAE Personal Data Protection Law identifies circumstances in which a controller or processor must appoint a Data Protection Officer, including certain high-risk or large-scale processing of sensitive personal data.

18. International / Cross-Border Data Transfers

Some of our technology, hosting, communication, or service providers may process personal data outside the United Arab Emirates.

Where personal data is transferred or processed outside the UAE, THEA Medical Store will take appropriate measures required by applicable UAE data-protection law.

The UAE Personal Data Protection Law contains specific requirements concerning cross-border transfers and sharing of personal data.

19. Children's Privacy

Our website and services are primarily directed toward businesses and professional healthcare organizations, including hospitals, clinics, laboratories, pharmacies, rehabilitation centres, and home healthcare providers.

We do not intentionally design our website to collect personal information directly from children.

If you believe that a child has provided personal information to us through the website without appropriate authorization, please contact us so that we can review and take appropriate action.

20. Direct Marketing and Communications

THEA Medical Store may communicate with existing or prospective business contacts regarding products, services, inquiries, partnerships, or business matters where permitted by applicable law.

We will respect applicable UAE requirements relating to privacy, marketing communications, and telemarketing.

Where consent or an opt-out mechanism is required, we will provide an appropriate method to exercise that choice.

21. Social Media and Messaging

THEA Medical Store may maintain official business profiles or communication channels on platforms such as:

- LinkedIn;
- Facebook;
- Instagram;
- Telegram;
- WhatsApp Business.

The company documentation identifies these platforms for business communication, updates, and inquiries.

When you communicate with us through these platforms, your interaction may also be subject to the privacy policy and terms of the relevant platform.

22. Google Maps

Our website may include an embedded Google Maps location feature to help visitors locate THEA Medical Store.

When you interact with Google Maps, Google may process information according to its own privacy policy and terms.

THEA Medical Store does not control the data-processing practices of Google or other third-party providers.

23. Links to Other Websites

Our website may contain links to third-party websites, social-media platforms, suppliers, manufacturers, or other external resources.

We are not responsible for the privacy practices, security, content, or policies of third-party websites.

Users should review the privacy policies of external websites before providing personal information.

24. Personal Data Breaches

THEA Medical Store maintains measures intended to identify, manage, and respond to personal-data security incidents.

If a personal-data breach occurs, we will assess the incident and take actions required under applicable UAE laws and regulations, including any required notifications to competent authorities and/or affected individuals.

The UAE Personal Data Protection Law contains specific requirements concerning personal-data breach reporting.

25. Accuracy of Personal Data

We seek to maintain accurate and appropriate personal data.

If you believe that information we hold about you is inaccurate, incomplete, or outdated, you may contact us using the details provided in this Privacy Policy and request correction where applicable.

26. Changes to This Privacy Policy

THEA Medical Store may update this Privacy Policy from time to time to reflect:

- Changes to our website;
- Changes to our services;
- Changes to our data-processing practices;
- Changes to applicable laws or regulations;
- Changes to third-party services;
- Security or operational improvements.

When changes are made, the updated Privacy Policy will be published on our website with a revised "Last Updated" date.

27. Governing Law

This Privacy Policy is intended to be interpreted in accordance with the applicable laws and regulations of the United Arab Emirates.

Where applicable, UAE federal data-protection requirements, including Federal Decree-Law No. 45 of 2021 concerning the Protection of Personal Data, will apply to the processing of personal data.

Additional sector-specific healthcare, pharmaceutical, medical-device, telecommunications, consumer-protection, or local regulatory requirements may apply depending on the nature of the processing and services involved.

28. Contact Us

If you have questions about this Privacy Policy, our data-processing practices, or your personal-data rights, please contact us.

THEA Medical Store L.L.C.

Email: info@theadrugstore.com

Phone: +971 4 338 7946

Address:

103, ART XV, Marasi Dr, Business Bay, Dubai, United Arab Emirates
France Q05, 0000, Dubai, United Arab Emirates

Website: www.theadrugstore.com

License No.: 1239741

DCCI No.: 487415

29. Important Website Implementation Requirements

Before publishing this Privacy Policy, THEA Medical Store and the website development team should confirm and update the following:

- Official telephone number
- Official privacy/data-protection email
- Exact registered/contact address
- Actual website domain
- Actual hosting provider
- Whether Google Analytics or another analytics service is used
- Whether cookies are used
- Cookie consent mechanism, if required
- Whether Google Maps is embedded directly
- Whether Google reCAPTCHA is used on the contact form
- Email service/provider used by the contact form
- Website security/SSL configuration
- Data retention period for contact inquiries

- Third-party service providers that receive website data
- Whether any personal data is stored outside the UAE
- Whether THEA collects any patient/health information online
- Whether a Data Protection Officer is required or appointed
- Procedure for responding to data-subject requests
- Procedure for handling personal-data breaches

Important: This document is a website privacy-policy draft based on the supplied company/website specification and applicable UAE privacy principles. It should be reviewed by THEA Medical Store L.L.C.'s UAE legal/privacy adviser before publication, particularly because the company operates in the pharmaceutical and healthcare sector and may process sensitive health information in some circumstances.