

GREAT ODUM PHARMACEUTICALS

Privacy Policy

At Great Odum Pharmaceuticals (we, us, our), we are committed to protecting the privacy and security of our customers, healthcare partners, and website visitors. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal and medical information in compliance with Ghana's Data Protection Act (Act 843) and other applicable regulations.

By engaging with our services—whether purchasing medications, consulting with our pharmacists, or visiting our facilities—you consent to the practices described in this policy.

1. Information We Collect

We may collect the following types of information:

A. Personal Information

- Full name, age, gender, and contact details (phone, email, address)
- Government-issued ID (when required for prescription verification)
- Payment details (transaction history, mobile money/bank info)

B. Medical & Health Information

- Prescriptions, medical history, allergies, and treatment records
- Health insurance details (if applicable)
- Consultations with pharmacists or healthcare providers

C. Automated & Technical Data

- Website Usage: IP address, browser type, pages visited (if applicable)
- Cookies: To enhance user experience (you may disable cookies in browser settings)

2. How We Use Your Information

Your data is used for:

- Processing orders and delivering medications
- Providing medical advice and pharmaceutical care
- Regulatory compliance (e.g., FDA reporting, prescription validation)
- Improving services via anonymized analytics
- Fraud prevention and legal obligations

3. Data Sharing & Disclosure

We do not sell your personal/medical data. Limited sharing may occur with:

- Licensed healthcare providers (for treatment purposes)
- Regulatory authorities (e.g., FDA, NHIA) as required by law
- Trusted third-party vendors (e.g., couriers for delivery) under strict confidentiality agreements

4. Data Security Measures

We implement:

- Encryption for digital records
- Secure storage for physical documents

- Access controls (only authorized personnel handle sensitive data)

5. Your Rights

Under Ghanaian law, you have the right to:

- Access, correct, or delete your personal data
- Withdraw consent (where applicable)
- Lodge complaints with the Data Protection Commission (Ghana)

6. Retention Period

We retain data:

- As long as necessary for medical, legal, or business purposes
- Prescription records for a minimum of 5 years (per FDA guidelines)

7. Children's Privacy

We do not knowingly collect data from minors (<18) without parental/guardian consent.

8. Updates to This Policy

Changes will be posted on our website (if applicable) or communicated via email.

9. Contact Us

For privacy-related inquiries or requests:

Great Odum Pharmaceuticals

Industrial Area, opposite Melcom plus

GPS: GA-131-7539, Accra, Ghana

0243041131

greatodum@gmail.com

By using our services, you acknowledge that you have read and understood this Privacy Policy.

This policy is legally binding. Consult a legal expert for clarification.