Privacy Policy – Al Nadi Pharmacy

1. Introduction
Al Nadi Pharmacy ("we", "our", or "us") is committed to protecting your privacy and personal data. This Privacy Policy explains what information we collect, how we use it, and your rights related to your data.

2. Information We Collect
We collect and process only the data necessary to serve you:

- Full Name
- Phone Number
- Email Address
- Shipping Address

This information is collected when you place an order, register, or contact us through our website or phone line.

3. How We Use Your Information
We use your data to:

- Process and deliver your orders.
- Communicate with you about your purchases.
- Improve our service and customer experience.
- Comply with legal and operational obligations.

4. Legal Basis for Processing
We collect and use your data based on:

- Your consent when you place an order or submit your information.
- Our contractual obligation to fulfill and deliver your order.
- Our legal obligation to maintain transaction records.

5. Data Sharing
We may share your information only with trusted third parties necessary for order delivery or operations (e.g. courier services). We do not sell or rent your personal information to anyone.

6. Data Retention
We retain your data only for as long as necessary to complete your transaction and meet any legal obligations.

7. Security
We implement secure protocols and systems to protect your personal information from unauthorized access or misuse.

8. Cookies
Our website may use cookies to improve performance and provide a smoother experience. You can disable cookies via your browser settings.

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9. Your Rights

You have the right to:

- Access or update your personal information.
- Request deletion of your data (where applicable).
- Withdraw consent for non-essential communications.

To exercise any of these rights, contact us using the details below.

10. Changes to This Policy

This policy may be updated periodically. Changes will be posted with a revised date below.

Last updated: July 9, 2025

Contact Us

For questions about this policy or your data, please contact us:

📍 Head Office Address

1 H El Qods El Sharif Street, El Nozha, Heliopolis, Cairo, Egypt

📞 Hotline - 16196

(Available for inquiries, orders, and customer service)

✉️ Email

info@alnadipharmacy.com

🕒 Working Hours

Every day from 9:00 AM to 11:00 PM

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