



Privacy Policy

This Privacy Policy explains how personal data is collected, used, stored, shared, and protected when you visit or use the website of **MEDUSA® Smart Disinfection Protection**.

MEDUSA® Smart Disinfection Protection is a product and brand owned and operated by:

CS Interpharm General Trading LLC

Bay Square, Building B2, Office 816

Business Bay

Dubai, United Arab Emirates

Email: info@csinterpharm.ae

MEDUSA Email: contact@medusa-sdp.com

Website: www.medusa-sdp.com

CS Interpharm Website: www.csinterpharm.ae

In this Privacy Policy, “we”, “us”, and “our” refer to CS Interpharm General Trading LLC.

1. General Information

We respect your privacy and are committed to protecting your personal data. We process personal data in accordance with applicable data protection laws, including the UAE Personal Data Protection Law where applicable, and, where relevant, the EU General Data Protection Regulation for visitors and customers located in the European Union.

This Privacy Policy applies to all visitors, customers, business partners, and users of the MEDUSA website.

2. Personal Data We May Collect

We may collect and process the following types of personal data:

Contact Data

This may include:

- Full name
- Company name

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Bay Square, B2, Office No. 809, Business Bay, P.O. Box 9354, Dubai, UAE.

Tel. No. +971 4 559 6268 | Fax No. +971 4 513 6018

سي اس انترفارم للتجارة العامة ذ.م.م

الخليج العربي، مربع الاعمال، بناية رقم 2، مكتب رقم 809، صندوق بريد 9354، دبي، الامارات العربية المتحدة

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- Email address
- Phone number
- Billing address
- Shipping address
- Country or region

Order and Transaction Data

If you place an order or request a quotation, we may process:

- Products ordered
- Order quantity
- Delivery details
- Invoice details
- Payment status
- Purchase history
- Customer service communication

We do not store full credit card details on our own servers. Payments are processed through third-party payment providers.

Communication Data

When you contact us by email, contact form, phone, WhatsApp, or another communication channel, we may process the information you provide to us, including your message, request, inquiry, or complaint.

Technical Data

When you visit our website, certain technical data may be collected automatically, such as:

- IP address
- Browser type and version
- Device type
- Operating system

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- Website usage data
- Date and time of access
- Referring website
- Cookie preferences

Marketing and Analytics Data

Where applicable and subject to your consent where required, we may process data related to:

- Newsletter subscriptions
- Marketing preferences
- Campaign interactions
- Website analytics
- Advertising performance
- Cookie consent settings

3. How We Collect Personal Data

We may collect personal data when you:

- Visit our website
- Submit a contact form
- Request a quotation
- Place an order
- Create a customer account
- Subscribe to a newsletter
- Contact our customer service team
- Communicate with us by email, phone, or messaging services
- Interact with our marketing campaigns or social media pages

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- Accept cookies or similar tracking technologies

4. Purposes of Processing Personal Data

We may use your personal data for the following purposes:

- To operate and maintain the MEDUSA website
- To respond to inquiries and requests
- To process orders, quotations, invoices, payments, and deliveries
- To provide customer service and after-sales support
- To manage product-related communication
- To comply with legal, tax, accounting, regulatory, and compliance obligations
- To improve our website, services, and customer experience
- To send marketing communication, where permitted
- To analyze website usage and improve online performance
- To detect, prevent, and respond to fraud, misuse, security incidents, or technical issues
- To protect our legal rights and business interests

5. Legal Basis for Processing

Depending on your location and the applicable law, we may process your personal data based on one or more of the following legal grounds:

- Your consent
- Performance of a contract or pre-contractual steps
- Compliance with legal obligations
- Our legitimate business interests
- Protection of legal claims
- Your request for information, service, quotation, or support

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Where we rely on consent, you may withdraw your consent at any time.

6. Cookies and Similar Technologies

Our website may use cookies and similar technologies to make the website function properly, improve user experience, analyze traffic, and support marketing activities.

Cookies may include:

- Strictly necessary cookies
- Functional cookies
- Analytics cookies
- Marketing and advertising cookies

Where required by law, non-essential cookies will only be used after your consent.

You can manage or withdraw your cookie consent through the cookie settings on our website. You can also adjust your browser settings to block or delete cookies.

7. Third-Party Services

We may use trusted third-party service providers to operate our website and business. These may include:

- Website hosting providers
- IT and security service providers
- Payment providers
- Shipping and logistics providers
- Accounting and invoicing software providers
- CRM and customer support tools
- Email and newsletter tools
- Analytics providers

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- Advertising platforms
- Cookie consent tools

These third parties may process personal data only as necessary to provide their services to us and in accordance with applicable data protection obligations.

Examples may include, depending on the final website setup:

- WooCommerce
- Zoho
- Google Analytics
- Google Ads
- Meta Pixel
- Trustpilot

Please adjust this section according to the exact tools used on the website.

8. Payment Processing

If you purchase products through our website, payment data is processed by external payment service providers. We do not store complete credit card or banking details on our own systems.

The payment provider may collect and process payment-related data according to its own privacy policy and legal obligations.

9. Shipping and Delivery

To deliver products, we may share necessary personal data with shipping and logistics partners. This may include your name, company name, delivery address, phone number, email address, order details, and delivery instructions.

10. International Data Transfers

As an international business based in the United Arab Emirates, we may process or transfer personal data to service providers or business partners located in other countries.

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Where required by applicable law, we take appropriate steps to ensure that personal data remains protected when transferred internationally.

11. Data Retention

We keep personal data only for as long as necessary for the purposes for which it was collected, including legal, accounting, tax, regulatory, warranty, customer service, and business record requirements.

Retention periods may vary depending on the type of data and the applicable legal obligation.

When personal data is no longer required, we will delete, anonymize, or securely store it in accordance with applicable laws and internal policies.

12. Data Security

We use appropriate technical and organizational measures to protect personal data against unauthorized access, loss, misuse, alteration, disclosure, or destruction.

These measures may include access controls, secure systems, password protection, encryption where appropriate, internal procedures, and restricted access to personal data.

However, no online system can be guaranteed to be completely secure. Users are responsible for keeping their own login credentials and devices secure.

13. Your Rights

Depending on your location and the applicable data protection law, you may have the right to:

- Request access to your personal data
- Request correction of inaccurate personal data
- Request deletion of personal data
- Request restriction of processing
- Object to certain processing activities
- Withdraw consent

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- Request data portability
- Lodge a complaint with a competent data protection authority

To exercise your rights, please contact us using the details provided below.

We may need to verify your identity before responding to your request.

14. Marketing Communication

We may send marketing communication only where permitted by law or where you have provided consent.

You may unsubscribe from marketing emails at any time by using the unsubscribe link in the email or by contacting us directly.

Even if you unsubscribe from marketing communication, we may still send you non-marketing communication related to orders, invoices, product safety, customer service, or legal matters.

15. Contact Forms and Inquiries

When you submit a contact form or inquiry, we process the information you provide to respond to your request. This may include your name, email address, phone number, company name, country, and message content.

The data is used only for communication, customer service, business development, quotation handling, or follow-up related to your request.

16. Newsletter

If you subscribe to our newsletter, we may use your email address and name to send you updates about MEDUSA products, company news, offers, and relevant information.

You can unsubscribe at any time.

17. Product Safety and Regulatory Communication

Because MEDUSA is a disinfectant product line, we may use customer or business contact details to communicate important product-related information, including safety updates, product instructions, regulatory notices, recalls, batch-related communication, or quality-related information where necessary.

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18. Business Customers and B2B Contacts

If you contact us on behalf of a company, distributor, clinic, pharmacy, reseller, institution, or business partner, we may process your business contact details for sales, distribution, customer service, regulatory, invoicing, and contract management purposes.

19. Links to External Websites

Our website may contain links to external websites. We are not responsible for the content, privacy practices, or data protection standards of third-party websites.

We recommend reviewing the privacy policies of any external websites you visit.

20. Children's Privacy

Our website and products are intended for business customers and adults. We do not knowingly collect personal data from children.

If we become aware that we have collected personal data from a child without appropriate consent, we will take steps to delete such data.

21. Updates to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, website, legal obligations, or data processing practices.

The latest version will always be published on this website with the updated date.

22. Contact

For questions about this Privacy Policy or how we process personal data, please contact:

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