Rexmedix Privacy Policy

Nov 22, 2026

1. Who we are

This Privacy Policy explains how Rexmedix collects, uses, shares and protects your personal data when you visit rexmedix.vercel.app (the "Website"), contact us on WhatsApp, phone or email, or buy medical supplies from us.

Rexmedix is operated by **Rexmedix Limited, RC 9765764**, of **Shop D-C1, Kaura Modern Market, Gudu, Abuja, FCT, Nigeria** ("Rexmedix", "we", "us"). We are the data controller for the personal data described here.

We process personal data in line with the Nigeria Data Protection Act 2023 (NDPA) and the NDPA General Application and Implementation Directive 2025 (GAID), issued by the Nigeria Data Protection Commission (NDPC).

By using the Website or contacting us, you acknowledge that you have read this policy. If you do not agree with it, please do not use our services.

2. Personal data we collect

We collect only what we need to answer enquiries, fulfil orders and run our business.

Category	Examples	How we get it
Contact details	Name, phone/WhatsApp number, email address	From you, when you message, call or email us
Order and delivery details	Products requested, quantities, delivery address, recipient name, delivery instructions	From you, during an enquiry or order
Business details	Facility or company name, role, RC/registration or licence numbers, tender or purchase order references	From hospitals, clinics, pharmacies, resellers and institutions
Payment details	Payment confirmations, bank transfer references, invoice records	From you or your bank/payment provider. We do not store full card numbers

Category	Examples	How we get it
Communications	Messages, voice notes, images and documents you send us on WhatsApp, email or phone	From you
Technical data	IP address, browser and device type, pages visited, search terms used on the Website	Automatically, through our hosting and content providers

Health information. We do not ask for medical records or diagnoses. If you choose to share health information (for example, a prescription or the reason you need a product), we treat it as sensitive personal data and use it only to handle your request.

You are not required to give us personal data, but without contact and delivery details we cannot process an order.

3. How we use your data and our lawful bases

Purpose	Lawful basis under the NDPA
Responding to enquiries and sending quotes	Steps taken at your request before a contract
Confirming prices, processing orders and arranging delivery	Performance of a contract
Invoicing, accounting, tax and record-keeping	Legal obligation
Checking that business buyers are eligible to buy regulated products	Legal obligation and legitimate interests
Product safety notices and recalls	Legal obligation and vital interests
Customer support and dedicated account support for facilities	Performance of a contract and legitimate interests
Keeping the Website secure and working, and improving our catalogue	Legitimate interests
Sending offers, new stock updates or promotions	Consent, which you can withdraw at any time
Handling sensitive health information you choose to share	Your explicit consent

We do not sell your personal data. We do not make decisions about you using solely automated processing that has legal or similarly significant effects.

4. Who we share your data with

We share personal data only as needed for the purposes above:

- **WhatsApp (Meta Platforms).** Enquiries and orders are handled through WhatsApp. Messages you send there are also processed by Meta under its own privacy policy.
- **Website hosting and content providers.** Vercel hosts the Website and Sanity delivers product images and content. They may process technical data such as IP addresses.
- **Delivery and logistics partners.** These include couriers and dispatch riders, who receive your name, phone number and delivery address.
- **Banks and payment providers.** They process payments and confirm transfers.
- **Suppliers and manufacturers.** For items that ship from abroad or are ordered on request, we share only the order details needed, and your personal details only where delivery requires it.
- **Professional advisers.** These include accountants, auditors and lawyers.
- **Regulators and authorities.** These include NAFDAC, the NDPC, tax authorities, law enforcement or courts, where the law requires it.

Everyone who processes data on our behalf must keep it confidential and secure.

Transfers outside Nigeria. Some of our providers, including Meta, Vercel and Sanity, store or process data on servers outside Nigeria. Where we transfer personal data abroad, we rely on a basis permitted by the NDPA and GAID, such as adequate protection in the destination country, contractual safeguards, or your consent, and we follow any NDPC requirements for cross-border transfers.

5. How long we keep your data

We keep personal data only as long as we need it:

- **Enquiries that do not become orders:** up to 12 months after our last contact.
- **Orders, invoices and payment records:** at least 6 years after the transaction, to meet tax and accounting rules.
- **Records of sales of regulated products:** as long as NAFDAC or other applicable rules require.
- **Marketing contacts:** until you opt out.

When data is no longer needed, we delete it or anonymise it securely.

6. How we protect your data

We use reasonable technical and organisational measures to protect personal data. These include encrypted connections (HTTPS), access limited to staff who need it, password-protected devices and business accounts, and confidentiality duties for staff and partners. No system is completely secure. If a personal data breach is likely to put your rights at risk, we will notify the NDPC and, where required, you, within the timelines set by the NDPA.

7. Your rights

Under the NDPA, you have the right to:

- be told how we use your personal data (this policy);
- get a copy of the personal data we hold about you;
- have inaccurate or incomplete data corrected;
- have your data deleted where we no longer have a lawful reason to keep it;
- restrict or object to certain processing, including direct marketing;
- receive your data in a commonly used format, or have it sent to another organisation (data portability);
- withdraw consent at any time, without affecting processing that took place before; and
- complain to the Nigeria Data Protection Commission (ndpc.gov.ng).

To use any of these rights, contact us using the details below. We may ask you to confirm your identity. We aim to respond within 30 days.

8. Children

Our services are for adults and organisations. We do not knowingly collect personal data from anyone under 18. If you think a child has given us personal data, contact us and we will delete it.

9. Cookies and similar technologies

The Website does not currently use advertising or tracking cookies. Our hosting and content providers may use essential technologies and server logs to deliver and secure the Website. If we add analytics or marketing cookies in future, we will update this policy and ask for your consent where required.

10. Links to other websites

The Website links to WhatsApp and may link to manufacturers' sites. Those services have their own privacy policies, and we are not responsible for how they handle your data.

11. Changes to this policy

We may update this policy from time to time. The latest version will always be on the Website with its effective date. If we make significant changes, we will tell you through the Website or directly where appropriate.

12. Contact us

For privacy questions or to exercise your rights, contact our Data Protection Officer or privacy lead:

- **Email:** rexmedix@gmail.com
- **Phone/WhatsApp:** +234 813 120 4372 (0813 120 4372)
- **Address:** Rexmedix Limited, Shop D-C1, Kaura Modern Market, Gudu, Abuja, FCT, Nigeria
- **Hours:** Monday to Saturday, 8:00am to 6:00pm

Effective date: 22 November 2026