PRIVACY NOTICE

Effective Date: 8 September 2026
Last Updated: 9 September 2026

1. ABOUT THIS PRIVACY NOTICE

Limited Liability Company "Zavod Medsintez" (“Medsintez”, “we”, “us” or “our”) respects your privacy and is committed to protecting your Personal Data.

This Privacy Notice explains how we collect, use, store and protect Personal Data when you visit **triazavirin.global** (the “Website”), contact us through the Website or otherwise interact with us through the Website.

The Website is intended primarily to provide information about Medsintez and its products and to enable visitors, healthcare professionals, patients, distributors, partners and other interested persons to contact us.

The Website and the products described on it are directed primarily to users in South Africa, China and other markets where the products are registered. The Website is not directed to, or intended for, individuals in the European Economic Area (EEA), and the products described on the Website are not marketed or sold in the EEA.

This Privacy Notice and our processing of Personal Data are governed by the legislation of the Russian Federation, including Federal Law No. 152-FZ “On Personal Data”. Where the mandatory data-protection law of your country or region additionally applies to specific processing, we will comply with the applicable requirements of that law.

This Privacy Notice applies to Personal Data processed through the Website. Additional requirements may apply under the laws of your country or region.

2. DATA CONTROLLER / RESPONSIBLE PARTY

The entity responsible for the processing of Personal Data described in this Privacy Notice is:

Limited Liability Company "Zavod Medsintez"
OGRN: 1026601726315
Legal address: 620028, Sverdlovsk Region, Yekaterinburg, Kirova Street, 28B/2, Room 1, Office 205, Russian Federation
Privacy contact: **info@triazavirin.ru**

Depending on applicable law, Medsintez may be referred to as a data controller, personal information processor, responsible party or by another equivalent term.

3. PERSONAL DATA WE COLLECT

Information you provide to us. When you contact us through the Website, we may collect:

- your full name;
- your email address;
- your telephone number, if requested;
- your selected user category, such as Healthcare Professional, Distributor / Partner, Patient or Other;
- the content of your enquiry;
- any other information that you choose to include in your message.

Please do not include unnecessary medical, financial, identification-document or other sensitive information in a general enquiry unless it is necessary for us to respond to your request.

Information collected automatically. When you use the Website, certain technical and usage information may be collected automatically, including:

- IP address;
- browser and device information;
- operating system;

- language and regional settings;
- pages visited and actions performed on the Website;
- referring website or traffic source;
- cookie and similar technology identifiers;
- information about how you interact with the Website.

We use Yandex Metrica, including Session Replay (Webvisor), to understand how visitors use the Website and to improve its functionality and usability. We configure Website forms so that the content entered into fields containing Personal Data or potentially sensitive information is not recorded by Webvisor.

Further information is provided in the Cookies and Analytics section below and in our Cookie Policy.

4. HOW WE USE PERSONAL DATA AND OUR LEGAL BASES

We use Personal Data only for legitimate and specified purposes, including to:

- receive and respond to enquiries submitted through the Website;
- communicate with you regarding your enquiry;
- route an enquiry to the appropriate authorised employee or department within Medsintez;
- process information relating to suspected adverse events, side effects or product-safety matters;
- comply with applicable pharmaceutical, pharmacovigilance, regulatory and legal requirements;
- operate, maintain and secure the Website;
- analyse Website usage and improve its content, functionality and user experience;
- prevent misuse, security incidents and technical problems.

We do **not** use information submitted through the contact form for advertising or marketing communications. We do **not** sell your Personal Data.

Legal bases depend on applicable law and the specific purpose:

- **Consent** – where you have given explicit consent (e.g., for non-essential cookies);
- **Contractual necessity** – for handling enquiries, partnership requests, or taking steps at your request before entering into a contract;
- **Legal obligation** – for pharmacovigilance, regulatory reporting, record-keeping, and compliance with laws;
- **Legitimate interests** – for operating, securing and improving the Website, communicating with visitors, and preventing fraud (we ensure these interests are not overridden by your rights).

5. SENSITIVE AND HEALTH-RELATED INFORMATION

Our general contact form is not designed specifically to collect medical information.

However, you may voluntarily include information relating to your health, medication use, a suspected adverse event, side effect, product-quality issue or another product-safety matter in your message.

If we receive such information, the enquiry may be forwarded to authorised personnel within our medical department and processed for pharmacovigilance, product-safety and regulatory purposes.

Health-related information may be considered sensitive or specially protected Personal Data under applicable law. We limit access to such information to authorised personnel and process it only where necessary for the relevant medical, safety, regulatory or legal purpose. Where required, we obtain explicit consent or rely on another lawful basis (e.g., legal obligation) before processing such information.

Information relating to pharmacovigilance or product safety may need to be retained for longer than ordinary Website enquiries where required by applicable pharmaceutical or regulatory law.

6. SERVICE PROVIDERS AND DATA RECIPIENTS

Access to Personal Data is limited to persons and service providers who require it for the purposes described in this Privacy Notice. This may include:

- authorised Medsintez employees;

- authorised members of the Medsintez medical or pharmacovigilance team;
- Microsoft, in connection with the use of Microsoft 365 for corporate email and communications;
- Yandex, in connection with Yandex Metrica and Webvisor;
- providers of technical, hosting, security or Website-support services where required for the operation of the Website.

  Google Tag Manager is used to manage Website tags and technologies. Services deployed through Google Tag Manager may process information as described in this Privacy Notice and our Cookie Policy.

  We do not provide enquiries submitted through the Website to distributors or business partners for their independent use, and we do not provide Personal Data to third parties for their own marketing purposes.

  We may disclose information where required by applicable law, a competent regulatory authority or another lawful requirement.

7. INTERNATIONAL DATA TRANSFERS

Medsintez is established in the Russian Federation. Therefore, Personal Data submitted through the Website may be transferred to and processed in the Russian Federation, in accordance with the legislation of the Russian Federation, including applicable data-localisation requirements.

We also use technology and communication service providers whose processing infrastructure may involve more than one country or jurisdiction.

Where applicable data protection law imposes requirements on international transfers of Personal Data, we will take the measures required by that law.

European Economic Area (EEA). Where the General Data Protection Regulation ("GDPR") applies and Personal Data is transferred from the EEA to a country not recognised as providing an adequate level of protection, we will use an appropriate transfer mechanism, such as Standard Contractual Clauses, or another legally recognised safeguard.

South Africa. Where the Protection of Personal Information Act, 2013 ("POPIA") applies, cross-border transfers will be conducted in accordance with the requirements of POPIA, including the requirements governing transfers of personal information outside South Africa.

People's Republic of China. Where the Personal Information Protection Law of the People's Republic of China ("PIPL") applies, Personal Data collected from individuals in China may be processed outside China, including in the Russian Federation. Where required by the PIPL, we will provide information concerning the overseas processing of Personal Data and obtain any separate consent required for such transfer or processing. Additional safeguards or transfer mechanisms may be implemented where required by applicable Chinese law.

8. DATA RETENTION

We retain ordinary enquiries submitted through the Website for **90 days from the date we receive the enquiry**. After that period, the information will be deleted unless continued retention is reasonably necessary or required for:

- pharmacovigilance or product-safety purposes;
- compliance with pharmaceutical or regulatory requirements;
- legal obligations;
- the establishment, exercise or defence of legal claims;
- security or fraud-prevention purposes.

  Information relating to adverse events, product safety or other regulated matters may therefore be retained for a longer period where required by applicable law.

  When personal information is no longer required, we will delete it, anonymise it, or securely isolate it until deletion is possible. Where information remains in backup systems, it may be retained for the relevant backup lifecycle and will not ordinarily be restored for active processing except where necessary for disaster recovery, security, legal or other lawful purposes.

Analytics and cookie-related information may be retained for different periods depending on the technology used. Further information is provided in our Cookie Policy and the applicable service-provider documentation.

9. COOKIES AND ANALYTICS

The Website uses cookies and similar technologies to operate the Website and understand how visitors interact with it.

We use **Yandex Metrica**, including **Webvisor (Session Replay)**, to collect information about Website traffic and visitor interaction. Yandex Metrica may use cookies, browser identifiers and local-storage technologies to distinguish Website visitors and collect usage information. Webvisor enables us to review how visitors interact with Website pages. We configure Website forms so that the content entered into fields containing Personal Data or potentially sensitive information is not recorded by Webvisor.

We also use **Google Tag Manager** to manage Website technologies and tags.

Essential technologies. Essential cookies may be necessary to operate basic Website functions, maintain security, prevent or detect technical problems, remember certain preferences, and maintain the functionality of the Website. These technologies may be used without consent where permitted or required by applicable law because they are necessary for the operation of the Website.

Analytics and other technologies. Where consent is required by applicable law, Yandex Metrica, Webvisor (Session Replay) and other non-essential technologies are activated only after the required consent has been obtained through the Website's cookie banner or cookie settings. You may change your cookie preferences at any time through the Website's cookie settings.

Do-Not-Track Signals. Some browsers and devices provide a “Do Not Track” or similar signal. There is currently no universally adopted technical standard requiring websites to respond to all such signals in the same way. Unless required by applicable law, the Website does not currently respond to browser-based Do-Not-Track signals.

Further details about the technologies used, their purposes and applicable retention periods are available in our Cookie Policy.

10. INFORMATION RELATING TO MINORS

The Website is not intended to knowingly collect personal information directly from children where such collection would require parental or guardian consent under applicable law.

The fact that the Website may contain information about medicines intended for use by different age groups does not mean that we intentionally collect children's personal information.

If a child or minor submits personal information without the required consent, a parent, guardian or other appropriate person may contact us at **info@triazavirin.ru**.

If we become aware that we have collected personal information from a minor in circumstances where the collection was unlawful or required consent was not obtained, we will take reasonable steps to delete the information, subject to applicable legal requirements.

11. YOUR PRIVACY RIGHTS

Depending on your location and the law applicable to the processing of your Personal Data, you may have some or all of the following rights:

- **Right of access** – You may request confirmation as to whether we process your Personal Data and, where applicable, request access to that information.
- **Right to correction** – You may request correction of inaccurate or incomplete Personal Data.
- **Right to deletion** – You may request deletion of your Personal Data where the applicable legal requirements for deletion are satisfied. We may retain information where retention is required or permitted by law (e.g., pharmacovigilance, regulatory compliance, legal claims).
- **Right to restriction** – Where applicable, you may request restriction of processing in circumstances provided by law.

- **Right to object** – Where applicable, you may object to processing based on legitimate interests or other grounds provided by applicable law.
- **Right to withdraw consent** – Where processing is based on your consent, you may withdraw that consent at any time. Withdrawal does not affect the lawfulness of processing carried out before withdrawal.
- **Right to data portability** – Where applicable, you may have the right to receive certain Personal Data in a structured, commonly used and machine-readable format and to transmit it to another controller.
- **Right to complain** – You may have the right to lodge a complaint with the competent data protection or privacy supervisory authority in your jurisdiction.

These rights may be subject to conditions, limitations or exceptions under applicable law, including requirements relating to pharmacovigilance, regulatory compliance and product safety.

12. HOW TO EXERCISE YOUR RIGHTS

To exercise a privacy right or submit a privacy-related request, contact us at: **info@triazavirin.ru**.

Please describe your request clearly enough for us to understand what you are asking us to do. Where permitted or required by applicable law, we may request additional information to verify your identity and protect Personal Data from unauthorised access or disclosure.

We will respond within the period required by applicable law. If we cannot fulfil your request, we will explain the applicable reason to the extent required by law.

13. COMPLAINTS AND SUPERVISORY AUTHORITIES

If you have concerns about how we process your Personal Data, we encourage you to contact us first at **info@triazavirin.ru**.

Where applicable law grants you such a right, you may also lodge a complaint with the competent data-protection or privacy supervisory authority in your jurisdiction, including the authority in the country where you live, work or where you believe an infringement occurred.

South Africa. Where POPIA applies, complaints may be submitted to the Information Regulator (South Africa):

General enquiries: enquiries@inforegulator.org.za
Complaints: POPIAComplaints@inforegulator.org.za / PAIAComplaints@inforegulator.org.za
Telephone: +27 10 023 5200

Please refer to the Information Regulator's official website for the latest contact details and complaint procedures.

People's Republic of China. Where the PIPL applies, individuals may have the right to submit complaints or seek assistance from the competent personal information protection authorities in accordance with applicable Chinese law. Individuals may also contact Medsintez using the contact details provided in this Privacy Notice regarding questions, requests or concerns related to the processing of their Personal Information.

14. INFORMATION SECURITY

We implement reasonable and appropriate technical and organisational measures designed to protect Personal Data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, unauthorised access and other unlawful processing.

Depending on the circumstances, these measures may include encrypted transmission (e.g., TLS), access controls and role-based permissions, confidentiality obligations for personnel and contractors, security monitoring and assessments, system updates and security measures.

Access to Personal Data is limited to authorised persons who require such access for legitimate business, medical, regulatory or technical purposes.

However, no method of transmission over the Internet or electronic storage is completely secure. Accordingly, while we take reasonable measures to protect Personal Data, we cannot guarantee absolute security.

15. AUTOMATED DECISION-MAKING AND PROFILING

Unless otherwise stated in a specific notice, we do not use Personal Data collected through the Website to make automated decisions that produce legal effects or similarly significant effects on individuals.

Where non-essential analytics, advertising or other tracking technologies are used, they may involve analysis of Website usage for measurement, analytics or advertising purposes. Where applicable law requires consent or provides additional rights in relation to such activities, we will provide the relevant mechanisms and information.

16. THIRD-PARTY WEBSITES AND SERVICES

The Website may contain links to third-party websites, services or resources.

This Privacy Notice applies only to processing carried out by Medsintez in connection with the Website and does not govern the privacy practices of independent third parties.

We encourage you to review the privacy notices of third-party websites and services before providing them with Personal Data.

Where third-party services are embedded in or integrated with the Website, the relevant third party may process information in accordance with its own privacy terms and applicable law.

17. CHANGES TO THIS PRIVACY NOTICE

We may update this Privacy Notice from time to time, including where our Website, technologies, processing activities or applicable legal requirements change.

The current version will be published on this Website together with its effective date.

Where required by applicable law, we will provide additional notice or obtain consent for material changes.

We encourage you to review this Privacy Notice periodically.

18. CONTACT US

If you have questions about this Privacy Notice, the processing of your Personal Data or your privacy rights, please contact us:

Limited Liability Company "Zavod Medsintez"
OGRN: 1026601726315
Legal address: 620028, Sverdlovsk Region, Yekaterinburg, Kirova Street, 28B/2, Room 1, Office 205, Russian Federation
General enquiries: **info@triazavirin.ru**
Privacy / Data Protection contact: **info@triazavirin.ru**

This Privacy Notice was last updated on 9 September 2026.