

Website Terms and Conditions of Use

Innovata Pharmaceuticals (Pty) Ltd

INNOVATA PHARMACEUTICALS (PTY) LTD

Registration Number: 2013/093943/07 | Version 1.6 | Final -23 July 2026

1. Introduction and Acceptance

These Website Terms and Conditions ("Terms") govern your access to and use of the website of Innovata Pharmaceuticals (Pty) Ltd (Registration Number: 2013/093943/07) ("Innovata", "we", "us", "our"), accessible at <https://innovata.co.za> ("Website").

By accessing or using the Website, you agree to be bound by these Terms and by the Company's Privacy and Data Protection Policy and Legal Notice and Disclaimer, both available at <https://innovata.co.za/legal>. If you do not agree, you must not access or use the Website.

2. About Innovata Pharmaceuticals

Innovata Pharmaceuticals (Pty) Ltd is a private company incorporated under the laws of the Republic of South Africa, operating as a pharmaceutical manufacturer and distributor. The Website is an informational and corporate website. It is not a platform for the online sale of medicines, and no content on the Website should be treated as an offer to sell any scheduled medicine directly to the public.

3. Permitted Use and Prohibited Conduct

3.1 Permitted use

- Obtaining information about Innovata and its products.
- Submitting a bona fide business or medical information enquiry via the contact form.
- Accessing legal and policy documents published by Innovata.
- Reporting a suspected adverse event or product complaint.

3.2 Prohibited conduct

- Any purpose that is unlawful, fraudulent, or harmful, or that violates applicable South African or international law.
- Scraping, crawling, or systematically extracting content from the Website without prior written consent.
- Introducing or transmitting any virus, malware, or other malicious or disruptive code.
- Attempting to gain unauthorised access to any part of the Website or its underlying systems.
- Impersonating Innovata, its directors, employees, or any other person.
- Using the Website to distribute unsolicited commercial communications.

4. Intellectual Property

All content on the Website, including text, graphics, logos, product names, and images, is the property of Innovata or its content suppliers and is protected by South African and international copyright, trademark, and other intellectual property laws. You may view and print single copies of pages for personal, non-commercial reference only. You must not reproduce, distribute, modify, or create derivative works based on Website content, or use the Innovata name, logo, or brand assets without prior written authorisation.

Innovata Pharmaceuticals (Pty) Ltd

Crownwood Office Park, 100 Northern Parkway, Ormonde, 2091 Johannesburg, South Africa

Tel: +27 (0) 86 999 0912 | fax2email: +27 (0) 86 585 5115 | email: grace@innovata.co.za

www.innovata.co.za

5. Website Content and Accuracy

The content on the Website is provided for general informational purposes only. While Innovata endeavours to keep information accurate and up to date, no warranty is given as to the accuracy, completeness, or fitness for any particular purpose of any content on the Website. Innovata reserves the right to modify, suspend, or remove any part of the Website at any time without notice.

6. Medical and Product Information

Content relating to Innovata's products is provided for general informational purposes and, where directed at healthcare professionals, reflects the approved professional information for the relevant product. Nothing on the Website constitutes medical advice or a substitute for consultation with a qualified healthcare professional. Patients should always consult their doctor or pharmacist regarding any medicine.

7. Adverse Event and Product Complaint Reporting

If you wish to report a suspected adverse event, side effect, or quality complaint relating to an Innovata product, contact safety@innovata.co.za or use the reporting mechanism published on the Website. Information you provide in connection with a report will be processed in accordance with the Privacy and Data Protection Policy and Innovata's pharmacovigilance obligations.

8. Contact Form and Enquiries

By submitting an enquiry through the Website, you confirm that the information you provide is accurate and acknowledge that Innovata may process the personal information you provide to respond to your enquiry, in accordance with the Privacy Policy. Submission of a contact form does not create any contractual relationship or commitment on the part of Innovata.

9. Cookies

The Website uses cookies and similar tracking technologies. Full details are set out in the Cookie Policy (Annexure E).

10. Privacy and Personal Information

All personal information collected through the Website is processed in accordance with the Privacy and Data Protection Policy (Annexure C).

11. Third-Party Links

The Website may contain links to third-party websites for informational convenience. These links do not constitute endorsement by Innovata, and Innovata has no control over and accepts no responsibility for third-party content.

12. Disclaimer of Warranties

The Website and all content are offered on an "AS IS" and "AS AVAILABLE" basis, without warranty of any kind, whether express, implied, or statutory, including warranties of merchantability, fitness for a particular purpose, or uninterrupted or error-free operation.

13. Limitation of Liability

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To the fullest extent permitted by applicable South African law, including the CPA, Innovata, its directors, officers, employees, and agents shall not be liable for any loss or damage arising from your use of, or inability to use, the Website, or any content, errors, or omissions therein. Nothing in this clause excludes or limits liability that cannot lawfully be excluded, including liability arising from a defective product, which is addressed through Innovata's product safety and pharmacovigilance procedures.

14. Security

Innovata implements reasonable technical and organisational measures to secure the Website. However, no electronic transmission over the internet is completely secure. If you become aware of a security vulnerability affecting the Website, please report it to info@innovata.co.za.

15. Changes to These Terms

Innovata reserves the right to revise these Terms at any time. The updated Terms will be posted on the Website with a revised version number and date.

16. Governing Law and Jurisdiction

These Terms are governed by and construed in accordance with the laws of the Republic of South Africa and subject to the exclusive jurisdiction of its courts.

17. Severability

If any provision of these Terms is found to be invalid or unenforceable, that provision shall be severed, and the remainder shall continue in full force and effect.

18. Contact Details

Company	Innovata Pharmaceuticals (Pty) Ltd
Registration number	2013/093943/07
Website	https://innovata.co.za
General enquiries	info@innovata.co.za
Data protection / POPIA	popia@innovata.co.za
Medical information	medinfo@innovata.co.za
Adverse event / product safety	safety@innovata.co.za
Legal documents	https://innovata.co.za/legal

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