

Protection of personal data

Privacy Policy

Effective March 1, 2021

As a data controller, Novartis s.r.o., ID: 64575977, with its registered office at Na Pankráci 1724/129, 140 00 Prague 4 (hereinafter referred to as "Novartis") is responsible for the processing of your personal data on this website. In this Privacy Policy, "we" or "us" means Novartis.

Please read this Privacy Policy carefully. It describes how we collect information about people who visit this website ("Personal Data"), how we store and use that personal data, and how we respect your right to privacy.

From time to time, this Privacy Policy may be changed or updated by posting a new Privacy Policy on this website.

What personal data do we process and for what purpose?

Most of our services do not require any form of registration, so you can visit our website without telling us anything about yourself. However, for some Services, you may need to voluntarily provide us with personal information, such as your name, date of birth, email address, or telephone number. We may collect and use this personal information to provide you with products, services and customer support, bill you for products and services you request, offer products and services that we believe may be of interest to you, or communicate with you for any other purpose that results from the circumstances or that we inform you of when we collect your personal information.

Personal data collected from public social media:

We may also collect personal information that you have made publicly available on public social media platforms (including blogs, forums, etc.) related to Novartis, Novartis' products, and medicines, medical devices, and diseases in general. This activity, called "social media listening", is based on our legitimate business interests, such as (i) to better understand how certain key audiences, such as healthcare professionals or patients, experience or experience certain illnesses or how they respond to the use of Novartis products, (ii) to better understand Novartis' reputation and other market trends, (iii) to identify key individuals; especially bloggers and influencers in social media, and establishing contacts with them. This may include your personal data in the form of comments, messages, blogs, photos and videos, although we will take steps to limit this personal data to the minimum necessary and will not keep it longer than necessary for said social media listening activity. If you want to further limit who can see your information, we recommend that you use the privacy settings available to you on these platforms.

When you share your personal information on a public social media platform, we encourage you to also review the privacy policy of that particular platform, as these platforms are not owned and controlled by Novartis.

Personal data used to analyse the use of the website:

We may also collect and process information about your visit to this website, such as which specific pages you

visit, from which websites you came to us and what searches you make. Such data may help us improve the content of this site and compile aggregate statistics about the people using our website to serve our internal usage statistics and market research purposes. As part of these activities, we may install "cookies" that record the user's domain name, your Internet provider, your operating system and the date and time of access. A "cookie" is a small amount of data that is sent to your browser and stored on your computer's hard drive. Cookies will not harm your computer in any way. You can set your browser to notify you when you receive a cookie so that you can decide whether or not to accept it. You can also completely refuse the use of cookies. However, if you do not accept our cookies, you may not be able to use all the features of our website.

We do not currently respond to web browser "do not track" signals or other mechanisms that provide an opt-out option across various websites or other online services.

From time to time, we and our third-party advertising and service providers may also use Internet beacons (also known as action tags, single-pixel GIFs, blank GIFs, invisible GIFs, or 1-by-1 GIFs) and cookies on this website and deploy these tags and cookies through a third-party web analytics partner, which may be located in a foreign country and store relevant information (including your IP address) there. These tags and cookies are placed both in online advertisements that take users to this site and in various places on the site. We use this technology to measure visitor response to our site and the effectiveness of our advertising campaigns (including how many times each page is accessed and what information is requested), as well as to evaluate your use of the website. Third-party or web analytics partners may use these Internet tags or cookies to collect data about visitors to our and other websites, to compile reports on website activity for us, and to provide other services related to website and Internet usage. They may provide such information to others if there is a legal obligation to do so or if they hire others to process the information on their behalf. To learn more about Internet beacons and cookies, visit the Network Advertising Initiative <https://www.networkadvertising.org>

We may use a variety of technologies from different vendors, including the following, to support website analytics and tracking traffic. If you want to prevent or control the use of these technologies, please use the links provided for each external entity:

- Crazy Egg (Crazy Egg, Inc., 16220 E. Ridgeview Lane, La Mirada, CA, 90638, USA) Privacy Policy, Opt-Out
- DoubleClick (Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA) Privacy Policy, Opt-Out
- Facebook (Facebook, Inc., 1601 S. California Avenue, Palo Alto, CA, 94304, USA) Privacy Policy, Plugin, Opt-Out
- Google Analytics (Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA) Privacy Policy, Opt-Out
- LinkedIn (LinkedIn Ireland Unlimited Company, Wilton Place, Dublin 2, Ireland) Privacy Policy, Opt-out
- Twitter (Twitter Inc., 1355 Market Street, Suite 900, San Francisco, CA, 94103, USA) Privacy Policy, Plugin, Opt-Out
- Glassdoor (Glassdoor Inc., 100 Shoreline Highway, Mill Valley, CA 94941, USA) Privacy Policy, Opt-Out

We may combine, aggregate or anonymize personal information with information we may collect from or about you from other sources, such as public databases, demographic information providers, joint marketing partners, social media platforms and other third parties.

We may use your information for our business purposes, including auditing, monitoring and preventing fraud, violations and other potential misuse of our products and services, as well as to customize our services.

We may also use your personal information:

- where we are required to do so by applicable law, public or governmental request (including a court order, subpoena or government order), including outside your country of residence;
- if we need to ensure compliance with our terms and conditions;
- if we believe in good faith that the use of personal data is necessary to protect the legal rights, security or integrity of this website;
- to protect your safety or the safety of others;
- as part of a criminal or other investigation or judicial proceeding in your country or elsewhere; or
- to the extent reasonably necessary to prepare or conduct negotiations for or conduct a corporate or business transaction

When and to whom will we disclose your data?

This Privacy Policy describes the circumstances in which we may share your personal information. We may share your personal data with other Novartis subsidiaries and affiliates around the world. Furthermore, we may transfer your personal data to external entities acting on our behalf for further processing in accordance with the purposes for which the data was originally collected or may otherwise be processed lawfully, such as the provision of services, evaluation of the usefulness of this website, marketing, advertising, data management or technical support.

These external entities have contractually agreed to use the personal data solely for the agreed purpose and not to sell it or make it available to others, except as permitted by us, as required by law, or as set out in this Privacy Policy.

We may disclose your personal data to a third party in the event of a sale, assignment or transfer of a business or part of it and related customer data; in such a case, we will require the buyer or assignee to handle personal data in accordance with this Privacy Policy.

In addition, we may disclose your personal information to a third party if we are required to do so by applicable law, public authority request (including a court order, subpoena or government order), including outside your country of residence; we need to ensure compliance with our terms and conditions; we believe in good faith that the use of personal data is necessary to protect the legal rights, security or integrity of this website; to protect your safety or the safety of others; as part of a criminal or other investigation or judicial proceeding in your country or elsewhere; or to third parties, advisers and others to the extent reasonably necessary to prepare or conduct negotiations for or carry out a corporate or business transaction.

Your personal data may also be processed, accessed and stored in countries outside the Czech Republic. Such countries may apply a different level of protection for personal data. If we transfer your personal data to external companies in another jurisdiction, we will ensure that it is protected to the level required by applicable data protection laws. For the transfer of personal data between its subsidiaries and affiliates, the Novartis Group has adopted Binding Corporate Rules, a system of principles, rules and tools consistent with European law to regulate the transfer of personal data outside the EEA and Switzerland

How do we protect your personal data?

We use appropriate technical, administrative and physical security measures to protect the data collected through this website. Unfortunately, no organization can guarantee absolute security of information, especially if it is transmitted over the Internet.

How do we handle data from persons under the age of 15?

Our website is not intended for children. We do not knowingly collect personal information from children under the age of 15.

How long do we keep personal data?

We will only retain your personal data for as long as necessary to fulfil the purpose for which it was collected or to comply with legal or regulatory requirements.

What are your rights and how can you exercise them?

When processing personal data, we always take reasonable steps to keep it accurate and up-to-date for the purposes for which the personal data was collected. Subject to legal conditions and restrictions, we will provide you with the opportunity to exercise the following rights.

If you wish to contact us regarding the use of your personal data or have any objection to their processing in whole or in part, please contact us at the contact below. If you have given your consent, you can also withdraw it. Subject to confidentiality obligations, you may also request:

- access to your personal data that we process;
- rectification or erasure of your personal data; and
- portability of your personal data (where it makes sense), i.e. the personal data you have provided to us will be returned to you or transmitted to a person of your choice in a structured, commonly used and machine-readable format.

Privacy of the Novartis Group[1]

The responsible use of personal data is a core value for Novartis. The Novartis Group strictly adheres to data protection laws and adheres to an internal framework of rules and principles of such protection.

Internal data transfers are governed by binding corporate rules. Binding Corporate Rules are a system of policies, rules and tools to protect data to ensure the protection of personal data. This set of rules represents current best practices for meeting the European Economic Area ("EEA") data protection requirements for transfers of personal data within a group of companies. To ensure that these binding corporate rules have legal validity, they have been approved by EEA data protection agencies. Binding Corporate Rules govern the mechanism for transfers of data within the Novartis group of companies.

Contact

If you wish to contact us about how we use your personal data or if you wish to exercise your rights related to the protection of such personal data, please send us an e-mail to privacy-1.czech@novartis.com.

If you do not agree with the way we process your personal data, please contact our Data Protection Officer (DPO) at global.privacy_office@novartis.com or at the following address:

Novartis International AG

Global Privacy Office

Fabrikstrasse 18

4056 Basel

In order for us to answer you in the most effective way, please provide the following information:

- Name of the relevant website
- Your relationship and interaction with us
- Description of the information you request from us

Cookies

What is a cookie?

- Cookies are small text files that are sent to your computer when you visit a website. Cookies on the Novartis group of companies' websites have a number of different functions, such as allowing you to navigate between pages efficiently, storing your preferences and generally improving your website experience.
- According to EU Directive 2009/136/EC, we may place cookies on your device if they are necessary for the operation of this website, but in all other cases we need your consent to do so.
- Novartis' websites may use certain other cookies in addition to those necessary. We do not use cookies to track or identify individual visitors, but to gain useful insights about how our website is used so that we can continue to improve it for our users. Without the knowledge gained from systems that use these cookies, we would not be able to provide our services.

What types of cookies we use

- If you choose to set the language, font size or specific version of the website (e.g. high contrast), we will use "customisation cookies". After you set your preferences for the first time, you won't have to enter them again the next time you visit the website.
- If you use parts of the website that require registration to access content, we will place an "authentication cookie" on your computer. This allows you to leave and return to these parts of the website without having to re-authenticate.
- If you have Adobe Flash installed on your computer (which most computers do) and you use video players, a "flash cookie" will be stored on your computer. These cookies are used to store data necessary to play video and audio content and to store user preferences.
- By using web analytics services, Novartis seeks to gain insight into how visitors use our website. These services record the number of visitors and inform us in aggregate about their behavior – they identify, for example, the keywords in the search engine that brought the user to the website, the typical time spent on the site or the average number of pages viewed by the user. For this purpose, a "first-party analytics cookie" is placed on your computer.
- We may also use services such as Google Analytics to track web statistics. In this case, Google places a "third party cookie" on your computer. This is also the case when using Google Maps.
- All data collected through the use of these cookies will be stored and managed by Novartis or one of its trusted partners in the countries where Novartis operates.
- For more information on how to contact Novartis, please refer to [Novartis' Privacy Policy \(PDF 0.33 MB\)](#).

How to control cookies

- If you do not want to accept cookies, you can adjust your browser settings to always notify you when cookies are sent or disable the use of cookies altogether. You can also delete cookies that have already

been set.

- If you want to restrict or block web browser cookies placed on your device, you can do this through your browser settings; for details, check its Help. You can also visit the <https://www.aboutcookies.org/> site for comprehensive information on how to do this for a variety of desktop browsers. However, if you do not accept our cookies, you may not be able to use all the features of your browser or our website.
1. The Novartis Group is considered to be entities that are considered to be related persons from the point of view of commercial legislation.

Source URL: <https://prod1.novartis.cz/protection-personal-data>

List of links present in page

1. <https://prod1.novartis.cz/en/protection-personal-data>
2. <https://www.networkadvertising.org>
3. <mailto:privacy-1.czech@novartis.com>
4. mailto:global.privacy_office@novartis.com
5. https://prod1.novartis.cz/cz-cs/sites/novartis_cz/files/Website%20Privacy%20Notice_EN%20CZ.pdf
6. <https://www.aboutcookies.org/>