

Data Privacy Policy

Servier Malaysia Sdn Bhd (Registration No. 199701036026 (451526-M)) ("**Servier Malaysia**" or "**We**"), with the address of 25-02, Level 25, Imazium, No. 8, Jalan SS21/37, Damansara Uptown, 47400 Petaling Jaya, Selangor, Malaysia, offers this website (hereinafter referred to as "**Our Site**") in order to provide information on hemorrhoidal disease, chronic venous disease and Daflon.

We respect the privacy of everyone who uses Our Site and only collect, use and process your Personal Data (as hereinafter defined) as described in this Data Privacy Policy.

By using Our Site, providing your Personal Data on Our Site or by communicating with Servier Malaysia on Our Site, you acknowledge and consent to the collection, use and processing of your Personal Data as detailed in this Data Privacy Policy.

This Data Privacy Policy only applies to your use of Our Site.

1. What data do we collect?

We may collect some or all of the following personal data from users of Our Site ("**Personal Data**"):

- **Data that you give to us** through your use of Our Site including:
 - When you provide your data on the 'Contact Us - Servier' page, which would include provision of your data such as your name, email address, telephone number, postal address.
 - When you provide your data on the 'Report a Side Effect' page, which would include provision of data such as your name, email address, telephone number, your location (such as the country you are located in), name of the product concerned and the dosage, description/details of the side effects that you have experienced and any photo or video you may have uploaded regarding the side effects that you have experienced, for our reference.
- **Data that we collect automatically** for statistical purposes using cookies on Our Site which would include data such as: pages visited, dates and times of access, preferred content, operating system, type of browser used, type of hardware used, etc. It must be noted that our statistics cookies do not allow the personal identification of a natural person.

Provision of your Personal Data on Our Site is voluntary. However, if you do not provide your Personal Data we may not be able to effectively communicate or respond to you regarding your requests, queries or reports.

2. How do we use your Personal Data?

Your Personal Data may be used for the following purposes:

- To produce statistical analyses of Our Site, particularly of site traffic.
- To manage and improve Our Site for optimal user browsing.

- To communicate with you and to respond to your requests, questions or reports and to provide you with assistance, if needed.
- To monitor requests or reports made about our products or services.
- To process pharmacovigilance case reports regarding our products or services.
- To comply with the legal and regulatory obligations applicable to Servier Malaysia.

3. What are your rights?

You have the right to request access and obtain information about your Personal Data; update or correct your Personal Data; restrict or limit the processing of your Personal Data by contacting our Compliance and Policy Manager:

- by telephone at the following number: +603-77263866
- by email, at the following email address: mydpd@servier.com

Should you have any queries or complaints regarding our processing of your Personal Data, you may contact us using the contact information above.

4. How long do we keep your Personal Data?

We process your Personal Data for only as long as it is necessary and for as long as we are required to do so under the relevant statutory limitation periods, applicable laws, regulations as well as our internal policies.

5. How do we safeguard your Personal Data?

We have put in place appropriate and commercially reasonable technical and organisational security measures to store your Personal Data that we collect and keep confidential and to protect them against unauthorised or unlawful disclosure or access, accidental loss, destruction, alteration or damage taking into consideration state of the art technology and the cost of implementation.

6. Do we share your Personal Data?

Your Personal Data processed by Servier Malaysia will only be accessible by a limited list of recipients on a need-to-know basis or where required by law, including but not limited to:

- The departments and personnel of Servier Malaysia and other legal entities of the Servier Group with a need to know.
- The suppliers and service providers of Servier Malaysia, particularly those responsible for hosting Our Site, producing Our Site, who may be called upon to access the personal data of users for purposes strictly necessary for their work.
- The competent legal and regulatory authorities such as the health authorities or law enforcement authorities.

Some of the recipients above may be located in a jurisdiction outside of Malaysia and you hereby acknowledge and consent to the transfer of your Personal Data to such locations outside of Malaysia to the third parties identified above and for the purposes indicated in this Data Privacy Policy.

7. Personal Data from other individuals

Our Site is not intended for minors (individuals under 18 years of age) and we do not knowingly collect any personal data of minors. As such, please do not provide any personal data of minors on Our Site.

In some circumstances you may provide or submit Personal Data relating to other individuals (such as your family members) on Our Site and in such circumstances you represent and warrant that you are authorised to provide their Personal Data to us, and you have obtained their consent for their personal data to be processed and used in the manner as set forth in this Data Privacy Policy.

8. Applicable law and Conflict in language versions

This Data Privacy Policy is governed by Malaysian law.

In the event of a conflict between the information presented in the English version of this Data Privacy Policy and other language versions of the Data Privacy Policy, the English version shall prevail.