

Privacy Notice for Pharmacovigilance, Medical Information, and Product Quality Complaints

March 2022

This Privacy Notice is addressed to:

- individuals reporting adverse events/special case scenarios, providing safety information concerning our products, requesting medical information, and submitting product quality complaints; and
- individuals that are the subject of adverse events/special case scenarios, medical information queries, and product quality complaints.

Novartis is committed to protecting personal data and being transparent about its collection and use. This notice provides you with information on how Novartis Pharma AG and/or its affiliates which act as Marketing Authorisation Holders for medicinal products (“Novartis”, “we” or “us”) process personal data as controllers. Novartis Pharma AG designated Novartis Pharma S.A.S., 8-10, rue Henri Sainte-Claire Deville, 92563 Rueil Malmaison, France as its representative in the European Union.

We invite you to read this Privacy Notice carefully. Should you have any further question, we invite you to contact global.privacy_office@novartis.com.

► Why do we collect and use personal data?

► What personal data do we collect and use?

► Who has access to personal data?

► Where is personal data stored?

► How long do we store personal data?

▼ What are your rights and how can you exercise them?

You have the right to:

- access your personal data and, if you believe that it is incorrect, obsolete or incomplete, to request that it is corrected or updated;
- request the erasure of your personal data or the restriction of its use;
- if the processing is based on your consent, to withdraw your consent at any time, without affecting the lawfulness of the processing before such withdrawal;
- object, in whole or in part, to the processing of your personal data; and
- request portability of your personal data (i.e. for it to be returned to you or transferred to the person of your choice, in a structured, commonly used and machine-readable format).

We may apply exceptions to these rights where appropriate and in accordance with local law.

If you have a question or want to exercise the above rights, please click [here](#).

In any case, you also have the right to file a complaint with the competent data protection authorities, in addition to your rights above.

► How can you contact us?

This Privacy Notice was last updated in March 2022. Changes or additions will be notified through our usual communication channels (e.g. via our website).

Source URL: <https://prod1.novartis.com/privacy/privacy-notice-pharmacovigilance>

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