



CSL PRIVACY NOTICE FOR MEDICAL INFORMATION ENQUIRIES

1. INTRODUCTION

CSL is committed to protecting your privacy. This privacy notice explains what information we collect and use to handle medical information enquiries. It also explains your rights in relation to your personal data.

2. WHAT IS A MEDICAL INFORMATION ENQUIRY?

A medical information enquiry is an unsolicited request for medical information concerning medicinal products or disease areas. Patients, healthcare professionals, representatives of healthcare organisations or anyone else can send unsolicited medical information enquiries to CSL.

3. WHAT PERSONAL DATA DO WE COLLECT AND WHY?

“Personal data” is information that relates to a person who is, or who could be, identified.

To respond to a medical information enquiry we collect from the requester the details of the enquiry, first and last name and contact information such as email address, postal address and/or telephone number.

Sometimes the information we collect can include sensitive personal data such as data concerning the health of an identified or identifiable person.

We or our service providers may on occasion contact requesters about their medical information enquiry to clarify relevant details or to seek further information so that we can provide a useful and objective response.

The primary purpose of collecting and processing the personal data is to answer the medical information enquiry. However, we are required by law to process and forward such data to health authorities if it contains safety information.

The legal basis for collecting and using your personal data in the course of processing medical information enquiries is public interest in the area of public health. In relation to the reporting of safety information the personal data processing is performed to comply with legal obligations and in furtherance of the public health objective of ensuring high standards of quality and safety of medicinal products.

4. FOR HOW LONG DO WE KEEP YOUR PERSONAL DATA?

We only retain personal data for as long as necessary to fulfil the purposes for which we collected it, as described in this privacy notice, and for satisfying any associated legal or reporting requirements.

5. WHO COULD HAVE ACCESS TO YOUR PERSONAL DATA?

- **Our staff** – your personal data is accessed by our staff but only where this is necessary for their job role.
- **Companies in our group** – we share personal data with other companies in our group but only where this is necessary.
- **Third parties that process personal data on our behalf** – third party service providers (such as providers of cloud services and IT technical support, legal and other expert advisors) who process personal data as part of providing a service to us, may also have access to your personal data. They are required to keep your personal data secure and confidential and are not allowed to use that data for their own purposes.
- **Distributors, license partners or other companies with whom we collaborate** – these parties could receive access for the purposes specified in this privacy notice but only where necessary.
- **Regulatory authorities** – we may need to provide access to personal data in the course of audits and inspections.

6. DO WE TRANSFER YOUR PERSONAL DATA OUTSIDE THE COUNTRY WHERE YOU LIVE?

Some of the above-mentioned recipients of your personal data are located outside the country where you live, including in the United States and other countries that are not regarded by the competent authorities as providing an adequate level of protection for personal data. In such cases we ensure that appropriate safeguards are in place to protect your personal data in accordance with applicable law such as the EU standard contractual clauses. A copy of those clauses may be obtained from our Data Protection Officer, who may be contacted as specified in the section “How to Contact Us” below.

7. WHAT RIGHTS DO YOU HAVE?

You are entitled at any time to access your personal data. You can request that errors be corrected or that processing of your personal data be restricted. You can also object to our processing of your personal data or request it to be erased.

If you would like to exercise your rights, please contact us as described in the section “How to Contact Us” below.

You are entitled to lodge a complaint with a supervisory authority if you wish.

8. HOW TO CONTACT US

If you have any questions about how we process your personal data or want to exercise any of your privacy rights, you can contact our Data Protection Officer at privacy@cslbehring.com

You may contact the “controller” of the personal data as follows:

CSL Behring AG
Wankdorfstrasse 10
3014 Bern
Switzerland

You may also submit a request to exercise your privacy rights via the CSL Data Subject Request Portal: <https://privacyinfo.csl.com/>