

## PRIVACY STATEMENT

(last update date: 13.01.2023)

Forhercare Ltd (hereinafter referred to as the "Company") will use its best efforts to protect the privacy and personal data of individuals. This Statement informs you about the processing of personal data of users of our website and subscribers to services provided through our website (collectively referred to as "Data Subjects"). We ask that Data Subjects under the age of 16 (hereinafter "minors") do not provide any personal information about themselves to the Company.

Please read this Privacy Notice in conjunction with our Website's General Terms of Use.

We may modify the Website Privacy Notice at any time by updating this notice and will ask you to accept the changes, if necessary. The date of the most recent update to this Privacy Notice is indicated by the date next to the "last updated" at the top of this Privacy Notice.

### WHO IS THE CONTROLLER?

Pursuant to Act CXII of 2011 on the Right of Informational Self-Determination and Freedom of Information ("the Information Act"), the data controller is the Company (registered office: 1091 Budapest, Üllői út 105., company registration number: Cg. 01 09 356668; hereinafter referred to as "we", "us" or "Company").

### WHAT IS THE PURPOSE OF THE PROCESSING?

We process personal data to provide you with the services you have requested. The purpose of the processing may be to

1. fulfill your requests submitted through our website ("Website"), respond to your questions or inquiries;
2. the competitions advertised are conducted in a fair manner;
3. provide a channel of communication for adverse reaction notifications sent to us for drug safety purposes

(collectively, the "Services").

The personal data collected from Data Subjects is processed by our staff, is always kept confidential and is used only for the legitimate and legitimate purposes of providing the Services.

Such a goal could include:

1. identify the Data Subjects who use our Services;
2. create, maintain and manage your subscriber profile;
3. monitor the status of your request or claim;
4. send personalised notifications to you;
5. send administrative notices or communications regarding your use of our Services;
6. sending personalised newsletters;
7. To measure and improve the quality of our services, including for web analytics and statistical purposes;
8. to protect against or prevent fraud, abuse and to ensure the security of communications through our Website;
9. provide customer service, handle complaints, and enforce our General Terms of Use and Privacy Statement.

We may also process your personal data for other purposes that we have previously communicated to you, provided that these other purposes are directly related to and compatible with the purposes set out in this Privacy Notice.

### WHAT IS THE LEGAL BASIS FOR PROCESSING?

Unless otherwise provided for in this Privacy Notice, the processing of your personal data is, as a general rule, based on your voluntary and freely given consent (in accordance with the Infotv. You have the right to withdraw your consent at any time.

Withdrawal of consent does not affect the lawfulness of processing based on consent given before its withdrawal. If you do not provide us with the requested personal data, we will not be able to provide our Services to you.

The legal basis for data processing in connection with the notification of adverse reactions is the Infotv. Article 5(2)(c) of the Act on Medicinal Products for Human Use and other Acts Regulating the Pharmaceutical Market of 2005, Act XCV.

§-a.

If you enter into a contract with us or order our Services, we will process your personal data in accordance with Article 6(5)(a) of the Data Protection Act and Article 7(b) of the European Data Protection Directive (95/46/EC), insofar as it is necessary for the provision of the Services you request or, prior to entering into the contract, for taking steps to comply with your request and for the fulfilment of our legal obligations in relation thereto.

If any of our communications contain a direct marketing element, including the sending of newsletters, we will ask for your consent separately, on the basic terms and conditions of commercial advertising and on the

in accordance with § 6 (1)-(2) of Act XLVIII of 2008 on Certain Restrictions on Advertising (the "Advertising Act").

#### WHAT PERSONAL DATA MAY WE COLLECT?

In the course of our activities, we may process the following personal data for the purposes indicated above:

- Name (first and last name): this information will allow us to identify you.
- Language settings: this information allows us to communicate with you in the language you understand.
- Email address: This information is used to identify you and send you notifications, including direct marketing messages (if you consent). We also use email addresses to request feedback on the quality of our Services and to provide customer support.
- Password: this information is used for identification purposes. For example, in our Ask our experts section. The Online Gynaecology Clinic here allows you to ask questions anonymously. Your personal data will not be recorded within this Service.
- Adverse effect information: We need this information so that we can process, investigate and report adverse effects to the regulatory authority. The notification must include the name of the notifier, your telephone number and e-mail address; your occupation; patient details; patient initials; patient date of birth; patient age; patient sex; description of the adverse event, including symptoms experienced; description of the adverse reaction, adverse condition, patient history, other medical conditions; adverse event experienced (e.g. death); imminent danger to life, treatment required; permanent or significant impairment or loss of health or function, developmental or birth defects; information on medications; start and end dates of medication; medications/medications taken.
- Message information: We record our communications with you, including complaints you have made, and we also record delivery feedback in the records so that we can provide you with appropriate customer service and handle your complaint.
- Information about prize draws: we record your name and email address. This will identify you so that we can contact you.
- General usage information: i.e. information that tells us how you use our Services when you use our Site. This includes monitoring your behaviour and searching through your preferences, keeping a record of your searches on our Site and your activity in your browser. We use this information to measure and improve the Services we provide to you and to identify areas of the quality of our Services that we need to improve.

Our services are not intended to collect any special personal data from Data Subjects, except for health information on adverse reactions for pharmacovigilance purposes.

#### WHAT COOKIES DO WE USE?

Our Website uses cookies to distinguish you from other users of our Website. This makes it easier for you to browse our Site, and cookies also help us to improve our Site.

A cookie is a small file of letters and numbers that we store in your browser or on your computer's hard drive, if you consent. Cookies contain information that is transferred to your computer's hard drive.

We use the following types of cookies:

- Strictly necessary cookies. These cookies are essential for the functioning of the Website. Among other things, they allow you to log in to the restricted areas of our Site. This type of cookie cannot be disabled.
- Analytical/Performance Cookies. These are used to identify and count the number of visitors and to show how visitors move around our Site. This helps us to improve the way the Site works, for example, by helping users find what they are looking for more easily.
- Functionality cookies. These cookies help us to recognise you when you visit our Site again. They allow us to personalise our content, address you by name and remember your preferences (for example, what language or region you have previously chosen).
- These cookies record that you have visited our Website, remember the pages you have visited and the links you have clicked on. We use this information to tailor our Site and the advertising that appears on it to your interests. We may also share this information with third parties for this purpose.

The table below provides more information about the cookies we use and the purposes for which we use them:

Cookie	Source from	Target	Gateway

You can use your browser settings to disable cookies. However, if you disable all cookies in your browser (including essential cookies), you may not be able to access some or all of our Website. For more information about cookies and how to disable them, please visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

#### WHERE IS THE INFORMATION STORED AND WHO SEES IT?

Only authorised Richter employees and departments who need access to your personal data to carry out their activities may have access to your personal data. We will only disclose your personal data to third parties, external bodies or organisations if you have consented to the transfer or if the transfer is required or permitted by law.

The information provided to us during the adverse reaction reporting process is forwarded to the National Institute of Pharmacy and Food Safety (1051 Budapest, Zrínyi utca 3; tel.: +36 1 886 9300; fax: +36 1 886 9460; [www.ogyei.gov.hu](http://www.ogyei.gov.hu)), which handles this data as a separate data controller.

After entering into a confidentiality agreement, we may engage third parties to provide data processing services, including the service providers listed below:

Name of data processor	Address, contact details	Types of data processed	Description of processing activity
KMAK			

#### HOW LONG DO WE KEEP YOUR PERSONAL DATA?

Personal data will be kept only for as long as necessary for the purposes for which it is processed, unless applicable law requires further processing (storage). Personal data will be deleted if

- I. You withdraw your consent on which the processing is based and there is no other legal basis for the processing;
- II. you object to the processing and there is no overriding legitimate ground for the processing or if you object to the processing of your data for direct marketing purposes;
- III. the processing of personal data is unlawful;
- IV. the personal data must be deleted in order to comply with a legal obligation applicable to the Company.

Personal data may not be erased if the processing is necessary for compliance with a legal obligation that requires the Company to process the data, for the performance of a public task or in the exercise of official authority vested in the Company (if any); for the purposes of public interest, scientific or historical research or statistical purposes; or for the establishment, exercise or defence of the Company's claims.

#### WHAT INTERNATIONAL DATA TRANSFERS TAKE PLACE?

We will only transfer your personal data to countries or territories outside the European Economic Area if the country or territory in question ensures an adequate level of data protection or if you have given your explicit consent to the transfer of your data abroad in accordance with Section 8 (1) a) of the Data Protection Act.

#### HOW DO WE ENSURE THE INTEGRITY AND ACCURACY OF THE DATA?

We take all reasonable and appropriate steps to ensure that the personal data we hold about you is accurate. Please update your personal information and notify us if there are any changes to the personal information you have provided to us.

#### HOW WE PROTECT PERSONAL DATA?

We will take all necessary steps to protect the security of your personal information and to prevent any unauthorized or accidental access, collection, use, disclosure, copying, modification, disclosure, deletion or other unauthorized use. Please note that the transmission of information by electronic means can never be completely secure. The

We use Secure Sockets Layer ("SSL") protocol and password encryption to protect the security of the information we process. Please note that you are responsible for the security of your password and for not disclosing it to third parties.

#### WHAT RIGHTS AND REMEDIES DO YOU HAVE?

You have the right to request the deletion, rectification, marking or blocking of incomplete, incorrect, inaccurate or outdated data. If you believe that your personal information we are processing is incomplete, inaccurate or out of date, please contact us so that we may make the necessary correction within twenty-five (25) days. We will take all reasonable and appropriate steps to ensure that the personal information we hold about you is correct. We will flag personal data that you dispute as accurate or up-to-date but cannot prove beyond reasonable doubt. You may request the deletion of your personal information, but we may be required by law to retain such information (or to block or flag such information for a period of time, in which case we will only comply with a request to delete such information after such requirements have been met).

You have the right to be informed about what personal data we process about you. We will respond to such requests for information as soon as possible, but no later than twenty-five (25) days from the date of your request. We may ask you to provide additional information to verify your identity.

You also have the right to object to the processing of your personal data if the processing or transfer of the personal data is necessary for the sole purpose of complying with a contractual obligation, for the purposes of our legitimate interests, for the recipient or for the purposes of the interests of a third party (unless the processing is obligatory); and if permitted by law. We will investigate the objection within fifteen (15) days of its submission. If you do not agree with our decision on the objection, you have the right to take legal action within thirty (30) days of receipt of the decision rejecting the objection.

If you believe that your data protection rights have been infringed, you may contact the National Authority for Data Protection and Freedom of Information (1024 Budapest, Szilágyi Erzsébet fasor 22/C.; phone: +36 1 391 1400; fax: +36 1 391 1410; e-mail: [ugyfelszolgalat@naih.hu](mailto:ugyfelszolgalat@naih.hu)) or take legal action against the Company (or other data controller, such as OGYÉI), including seeking compensation for the damage you have suffered as a result of the unlawful processing of your personal data or the breach of data security requirements. Please note that you may bring an action before the competent court in the place of your residence or domicile in Hungary.

This Website may contain links to third party sites. These linked sites are outside our control and we are not responsible for the privacy practices of such linked sites.

#### HOW YOU CAN CONTACT US REGARDING THIS PRIVACY STATEMENT?

If you require further information on data protection issues or data subject requests, please contact the Company's Global Network Management, International Legal and Compliance Department (phone +36 1 431 4700; e-mail: [compliance@richter.hu](mailto:compliance@richter.hu)).