

## CAREHUB DATA PRIVACY POLICY AND NOTICE

### 1. INTRODUCTION

When you contact CareHub, we ask for your consent to collect your personal data. Novo Nordisk is required by law to protect your personal data. This Policy provides details on how we use and disclose this data, as well as your rights to access, correct, and delete your personal data.

### 2. WHO ARE WE?

Novo Nordisk is Data Controller and is responsible for processing your personal data. You can always contact Novo Nordisk or the Novo Nordisk Data Privacy Officer at [nngcprivacy@novonordisk.com](mailto:nngcprivacy@novonordisk.com) with questions or concerns about how we process your personal data.

The company, which process your personal data on behalf of Novo Nordisk (Data Processor) is:

NAOS MARKETING  
Address: 21 Mars Helwan Agricultural Road  
Maadi. P.O.Box 11431 CAIRO, Egypt  
Commercial number: 29212  
E-mail address: [info@naos-marketing.com](mailto:info@naos-marketing.com)  
Telephone number: +20 2 276 89 719

### 3. HOW DO WE COLLECT PERSONAL DATA ABOUT YOU?

We get your personal data from:

- you directly;
- your family members or care givers on your behalf;
- Health Care Professionals such as your nurse, a pharmacist or doctor.

### 4. WHY DO WE PROCESS YOUR PERSONAL DATA?

We process personal data about you for the following purposes:

- to perform scientific evaluations of complaints and side effects potentially related to Novo Nordisk's medicinal products. Complaints and side effects will be filed in databases and will be regularly analysed for overall patterns;
- to respond to your questions or request for information;
- to analyse data for the purpose of supporting product usage enquiries;
- to analyse data for the purpose of improving our customer service and product offerings;
- to analyse data for the purpose of improving our scientific and product communication;
- to assess patterns and trends associated with complaints, side effect and product usage;
- To improve our services and comply with legal and regulatory requirements.

We may record your calls for training and quality assurance purposes. If we record your call, we will notify you at the beginning of the call.

## 5. WHAT PERSONAL DATA DO WE PROCESS ABOUT YOU?

For the purposes described above in Section 4, we may process the following types of personal data:

- Contact information (name, address, telephone number, email address);
- Age, date of birth, gender;
- Data revealing racial or ethnic origin;
- Data concerning health and medicinal products you are using.

## 6. WHY ARE WE ALLOWED BY LAW TO PROCESS YOUR PERSONAL DATA?

Our processing of your personal data requires a legal basis. By law, we are allowed to process your personal data described above in Section 5 based on the following legal bases:

- The processing is necessary for our legitimate interests. The legitimate interests are:
  - a. the processing is necessary for our compliance with a legal obligation;
  - b. to perform scientific evaluations of complaints and side effects potentially related to Novo Nordisk's medicinal products;
  - c. to improve our customer service and product offerings;
  - d. to enhance our scientific and product communication;
  - e. you gave consent for us to process your personal data.

## 7. HOW DO WE SHARE YOUR PERSONAL DATA?

We may share your personal data with:

- Suppliers or vendors that assist our company (e.g., call center operators, consultants, IT service providers, financial institutions, law firms, license partners);
- Other Novo Nordisk entities (e.g., Novo Nordisk affiliates in other countries);
- Public authorities, including health and/or regulatory authorities;
- Other pharma companies and partners if an enquiry is related to their product(s).

## 8. WHEN DO WE TRANSFER YOUR PERSONAL DATA OUTSIDE YOUR COUNTRY?

For the purposes described above in Section 4, any personal data we collect may be transferred internationally. We have safeguards in place to secure your personal data when transferred to other countries:

<b>Situation</b>	<b>Safeguards protecting your data</b>
Data is transferred from Novo Nordisk entity to other Novo Nordisk affiliate	Protected by Novo Nordisk's Binding Corporate Rules, available at <a href="https://www.novonordisk.com/content/dam/nncorp/global/en/data-privacy/novo-nordisk-binding-corporate-rules.pdf">https://www.novonordisk.com/content/dam/nncorp/global/en/data-privacy/novo-nordisk-binding-corporate-rules.pdf</a>
Data is transferred from Novo Nordisk entity to third party in other country	Protected by Standard Contractual Clauses for the transfers of data to third countries entered into by Novo Nordisk.

## 9. HOW LONG WILL WE KEEP YOUR PERSONAL DATA?

We will keep your personal data for the following period of time:

- For data relating to technical complaints: 12 years
- For data related to side effects we will keep the data for a minimum of 10 years after the withdrawal of the product in the last country where the product is marketed
- For all other enquiries: Up to 5 years

## 10. HOW YOU CAN CONTROL THE USE OF YOUR PERSONAL DATA?

In general, you have the following rights:

Your rights	How you exercise your rights
Overview of your data	Ask for a copy of your personal data, which we provide in a structured format, readable to a machine
Restrict use	Request that we stop or limit the use of your personal data
Deletion	Request that your personal data is anonymised
Correct your data	Ask us to correct information about you
Complain about our use of the data	Submit a complaint to your local Data Protection Authority

Under applicable law, there may be limits on these rights depending on the specific circumstances of the processing activity. Contact us as described in Section 1 with questions or requests relating to these rights.

## 11. HOW WE ENSURE DATA SECURITY?

Personal data are collected through Call-Center only to the extent required. Under no circumstances are the collected data sold on to third parties for any reason.

## 12. PROTECTION OF CHILDREN

Protecting the privacy of children is important. Novo Nordisk does not intend to collect personally identifiable information from children (a child is defined as being under the age of 18) without permission of the parent or legal guardian. Children should NOT submit personally identifiable information to Novo Nordisk without the explicit permission of their parent or legal guardian.

Where appropriate, we will instruct children not to submit personal data. If your child has submitted personal data and you would like to request that such information be removed, please contact [nngcprivacy@novonordisk.com](mailto:nngcprivacy@novonordisk.com).