

## Teva Support Solutions<sup>®</sup> Patient Support Program privacy policy

The Teva Support Solutions<sup>®</sup> Patient Support Program respects your privacy and is strongly committed to protecting your personal information. This privacy policy explains the information we may collect and how we use and safeguard that information. If you have any questions, or if you wish more explanation about the manner in which we or our authorized service providers treat your personal information, or to access your personal information in our records, do not hesitate to contact us at the information provided below.

### Why we ask you for personal information

In order for the Teva Support Solutions<sup>®</sup> Patient Support Program to offer you the services you require, we may request that you provide certain personal information to us, or we may obtain certain personal information from your referring physician, pharmacist, insurance company, public payer or any other healthcare provider or payer that may possess the requisite information. We will not collect or use any of your personal information unless you have provided your consent. We will only ask for personal information necessary to serve you and to research, develop and improve our services. Some of the services provided by the Teva Support Solutions<sup>®</sup> Patient Support Program include:

- providing you with personalized services to meet your specific needs;
- determining the suitability of our services to your needs;
- determining your eligibility for our products and services;
- determining eligibility for reimbursement assistance;
- providing you with information about RA, and about our products and services.

### What is personal information?

Personal information is any information that could personally identify you. It includes, but is not limited to, your name, mailing address, email address, phone number, gender, or age. If you request reimbursement assistance, we may ask you to provide your financial statements, income tax records, employment records and your social insurance number.

When we ask for your personal information, we will make sure we obtain your consent, which is an informed permission you give us to store your information in our databases and to use it for the purposes we will inform you about.

### Access and use of information

The personal information you provide us will be accessed only by the Teva Support Solutions<sup>®</sup> Patient Support Program, our affiliates and authorized agents and each of our respective staff. By agreeing to provide your information in accordance with the terms of this privacy policy, you are giving your consent for us to share relevant information from your file with your referring physician, as well as our affiliates and authorized third parties who assist us in providing services to you (i.e. only the information required for the execution of the service being required from the third party). These third parties include:

- our healthcare providers for providing appointment reminders, coordinating appointments, offering advice or follow-up about your therapy;
- our service providers for therapy coverage;
- our mailing house (responsible for sending printed information and publications); or
- potential payers or reimbursement organizations.

We might also share information with external firms which would be engaged by us to conduct pharmaceutical market research on our behalf, and who may contact you for the sole purpose of gathering market research information.

Furthermore, your information might also be shared with others if explicitly authorized or required by applicable law.

Any data which we might have shared with such third parties will be held on a confidential basis and will only be kept by them for as long as it is reasonably needed for the intended purpose of the services they are providing, after which the data in their possession will be securely destroyed.

At no time and under no circumstances, would your information be sold to any third party for any reason. The data contained in your file will only be kept for as long as it is reasonably needed, and it will only be used for the purpose stated in your file. Once the purpose has been achieved, your file will be deleted unless you require further services, or unless we are required to maintain a copy under applicable law.

You may choose to withhold some or all personal information at any time. However, please understand that your decision may prevent us from providing you with services and information that you request.

## Protection

Your information will be stored on a confidential basis at the Teva Support Solutions<sup>®</sup> Patient Support Program offices and/or secure locations both inside and outside of Canada, including within the European Union, Israel, or the USA. It is a condition of receiving services from the Teva Support Solutions<sup>®</sup> Patient Support Program that you expressly consent to the secure storage of your personal information outside Canada. It is protected by various physical, technical and administrative security measures such as magnetic locks, data encryption and a system of individual usernames and passwords for every member of the staff.

## Contact on behalf of another person

The Teva Support Solutions<sup>®</sup> Patient Support Program must deal directly and exclusively with you; therefore, it is not possible for others to contact the Teva Support Solutions<sup>®</sup> Patient Support Program on your behalf. If you wish for a family member or a friend or anybody else who is affected by RA to receive services from us, please give him/her our phone number.

## Keeping your information accurate

We are committed to keeping your personal information accurate as long as we need it for the purposes previously described. You play an important role in helping us achieve this goal. You may update your information by contacting us either by phone or by email. Your prompt notification of any contact information changes will assist us in providing you the requested services.

## Changes to the privacy policy

The Teva Support Solutions<sup>®</sup> Patient Support Program reserves the right to change, modify or amend this policy at any time. However, when a significant change has been made, you will be notified within a reasonable time either by phone, mail or email.

## Teva Support Solutions<sup>®</sup> Patient Support Program Privacy Officer

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**For more information:** Please consult the Product Monograph at [https://pdf.hres.ca/dpd\\_pm/00052298.PDF](https://pdf.hres.ca/dpd_pm/00052298.PDF) for important information relating to contraindications, warnings, precautions, adverse reactions, drug interactions, dosing, administration and conditions of clinical use, which have not been discussed in this piece. The Product Monograph is also available by calling Teva Canada Innovation at 1-833-662-5644.

Reference: 1. TRUXIMA<sup>®</sup> Product Monograph. Teva Canada Limited. July 22, 2019.