

General Data Protection Information

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General Information about Data Processing by Merz Global Aesthetics and Affiliated Companies

When you do business with Merz Global Aesthetics and any of its affiliated companies/entities (“Merz”), Merz knows that you trust us to take care of your personal information. Trust is an important Merz value, and we aim to earn your trust not just by providing safe, effective injectables, medical devices and skincare, but also by responsibly managing your personal information. This Fair Information Notice (“Notice”) explains who is responsible for processing and caring for your personal information at Merz and details when, where and how we use, protect, store, delete and sometimes transfer your personal information.

If you do not find the information you are looking for in this Notice, or if you simply have questions or need more information, please contact the Merz Privacy Office for the area where you reside. Your Privacy Champion can be accessed by contacting dataprivacy@merz.com or below in the country location information at the end of this document [Contact Information](#)

Responsibility and Controllershship

Merz is responsible for the personal information that you share with us or that we receive about you and for processing that data.

Merz adheres to applicable local and regional privacy laws in the countries where we do business, including US privacy laws such as the California Consumer Privacy Act (“CCPA”), California Privacy Rights Act (“CPRA”), and Virginia Consumer Data Protection Act (“VCDPA”), in addition to the Brazilian General Data Protection Law (“LGPD”) and the General Data Protection Regulation (“GDPR”) and all European Union and Member State laws regarding data privacy and data protection. In the US and globally, as new regulations are passed and Merz will adhere to these privacy laws.

The legal term Controller appears in Regulation (EU) 2016/679 (GDPR) however the concept is one that other regulations outside of the European Union (“EU”)/European Economic Area (“EEA”) similarly apply, subjecting Merz to legal requirements about collecting and processing your data. It means: Merz, alone or jointly with others, will determine the why and the how your personal information is processed.

Merz does not sell personal information as defined in the CCPA.

Why and How We Process Your Personal information

Like most companies, Merz processes your personal information for several legitimate reasons related to our business. In general, we process personal information:

- To complete a sales transaction;
- To honor an agreement or contract between you and Merz;
- When you give Merz express consent to do so;
- To comply with the law (e.g., national drug safety reporting);
- To protect your vital interest (i.e., your health);
- To protect the public interest (e.g., drug safety monitoring); and
- Because we have a legitimate interest in processing your personal information (e.g., advertising, marketing materials, newsletters).

The amount and type of personal information you share with Merz, or that Merz collects about you, depends on Merz’s relationship with you. Below are types of interactions with Merz where you may

share personal information with Merz or where personal information may be collected about you. If you interact with us in more than one way, please review each section that pertains to your relationships with Merz.

- Marketing and Advertising
- Merz Commercial Website Visitor
- Find a Provider / Provider Locator Services
- Merz Education Platforms
- Merz Reward Programs
- Website 'Contact Us' Forms
- Cookies and Related Tracking Technologies
- Analytics
- Google AdWords and Conversion Tracking
- Marketing Pixel
- Google Maps
- Fonts
- reCAPTCHA
- Videos
- Social Media Plug-Ins
- Merz Social Media Pages and Sites

More specifically:

Marketing and Advertising

Sometimes personal data is processed to make healthcare professionals, pharmacies, patients, and consumers aware of our products with marketing and advertising materials. This is done only when explicit consent is provided to do so or, if consent is not required, when we have a legitimate reason that does not outweigh your privacy rights. If you withdraw your consent or object to direct marketing by us, we will cease such marketing.

Merz Commercial Website Visitors

Merz publishes numerous websites worldwide. Most of these are local or regional websites that provide information about Merz products and services available in the specific country or region. Most Merz affiliated websites maintain a Privacy Notice that is specific to the website. The controller for each website is identified on the site and is typically the local Merz company that maintains the website.

The Privacy Notice on each webpage contains the best, most specific, information about our privacy practices relative to that webpage. If this Notice and the Privacy Notice on the webpage you are viewing conflict, then the policies and notices on the website itself shall prevail.

There are some general practices common to most Merz websites. When you visit a Merz website, our servers automatically store data sent by your computer's software and internet browser, including the type and version of internet browser and operating system you use, the Merz website and sub-websites you access, the date and time of such access and your internet protocol address ("IP address"). Merz uses this data to provide you with access to the website in a readable form, to identify and fix any technical problems that may arise, and to prevent and, if necessary, act against, any abuse of our

services. We generally use an anonymized form of this data to analyse site statistics so that we can improve the look, user-friendliness, and content of our websites.

In some cases, we partner with third parties who may host or manage our websites. When these partners have access to your data, we contract with them to require that they only process your data according to our instructions and applicable law. The legal basis for this processing is Merz's legitimate interest in providing customers, patients, and consumers with information about our products and our company.

Find a Provider / Provider Locator Services

If you are a patient or consumer who uses the Provider Locator on Merz's websites, Merz will process geo-location data that you provide, such as your postal code or your IP address, to identify healthcare practitioners using Merz products in your geographic area. If you click on the "request more information" button, if available, the information you provide in the web form (e.g., name, email, phone number and postal code) may be sent to the selected medical provider, who is responsible for contacting you according to your request. Merz processes this data to help you get access to medical providers who use Merz products. Merz's legal basis for processing this data is its legitimate interest helping you find physicians that provide Merz products or (if you request more information).

For more information about how Merz uses [Google Maps](#) in its Provider Locator, see the section of this Notice below. If you do not wish to use the Find a Provider feature, simply refrain from clicking the Find a Provider button and do not enter your postal code.

Website 'Contact Us' Forms

If you contact Merz directly, e.g., via a contact form on a website or via email, then the personal data you transmit to Merz as a result, e.g., your email address, your name, and the content of your enquiry will be used for processing your respective enquiry. Your data may be passed on to other Merz companies if necessary to respond to your enquiry. An overview of the Merz companies is provided in the [Contact Information](#) section at the end of this Notice. In this case we are, depending on the content of your enquiry, processing your data either to fulfil a contract or based on Merz's legitimate interest. If your data is transferred outside the EU/EEA to process your request, then Merz will ensure the lawfulness of the transfer via the mechanisms described in the [International Transfers of Personal Data](#) section found later in this Notice.

Cookies and Related Tracking Technologies

Merz websites use data cookies to simplify and improve your experience of our webpages. Cookies are small text files that are stored on your computer or server, that exchange settings-related information with Merz's systems. A cookie normally contains the name of the domain from which the cookie data were sent, information about the cookie's age, and an alphanumeric identifier.

Cookies are also used to collect information about how you navigate Merz's websites, and what specific areas and products interest you. This information, in turn, enables Merz to improve its websites and the online experiences of website users. For this purpose, the information stored in the cookies is neither used to identify you nor is it combined with other stored personal data about you. Instead, we use aggregate cookie data to analyse and improve our website's relevance and your user experience. The legal basis for the use of cookies in this way is Merz's legitimate interest in providing a good, safe experience on our website.

You can deactivate or restrict the transmission of cookies by using the Cookie Preference Centres available on Merz websites or by changing your internet browser settings to disable the use of cookies. You may also use your browser to delete any cookies already stored. If you choose to deactivate or delete cookies for the Merz websites, you may not be able to make full use of all website functions.

Analytics

Merz uses analytic tools to understand how users interact with our websites and to improve how the Merz business communicates its commercial message online. Analytic tools may use cookies, which transmit anonymized or truncated personal data to a server in the located in the U.S. Germany, the EU or other places in depending on the analytic company provider used. The information about our websites generated by a analytics tools helps Merz evaluate the use of the website, compile reports on website activity, and provide Merz with other services relating to website activity and internet usage. In Europe, your consent is the legal basis to process the personal data in this regard. Further, Merz's legitimate interest in using the data collected by an analytics tool is to understand the effectiveness, reach and usability of its websites. For more information as to how your data is analysed, please contact dataprivacy@merz.com or your local Merz affiliate privacy champion listed below. [Contact Information](#)

Marketing Pixels

A tracking pixel, also known as a marketing pixel, is a 1x1 pixel graphic used to track user behavior, manage site conversions, and view web traffic, and capture other metrics similar to a cookie. The tiny pixel-sided image is usually hidden and embedded in everything from banner ads to emails. Merz uses marketing pixels to collect information from website visitors and elsewhere on the internet. Merz uses various internet service providers to collect information about your visit to a Merz website and elsewhere on the internet, as well as the content you view, the actions you take on the website, technical information about the browser and operating system, referring websites and ads, visit time, and other information of the use of the online offer

Google AdWords - Some of our websites use Google AdWords, a service which allows Merz to display ads to you that correspond to your interests. To do this, Google drops a data cookie, web beacon or pixel that tracks which websites you visit, the content you view and technical information about the browser and operating system, referring websites, visit time and other information on the use of the online offer.

Meta (Facebook, Instagram), LinkedIn, Tiktok – Some of our websites use remarketing pixels allowing Merz to display ads that correspond to your interests.

Google Maps

Some Merz websites use the Google Maps API, which uses your location to provide additional services and features that you choose to interact with— for example, displaying the locations of Merz companies and medical specialists near you. If you access Google Maps on Merz websites, technical data pertaining to your accessing the system (e.g., your postal code or IP address) may be transmitted to servers of Google. If you do not wish to use Google Maps you should not use the integrated Google Maps feature in our websites or enter your address into the medical specialist locator tool.

Fonts

In order to reduce the loading times required by Merz websites, some use fonts by various companies. Some affiliates use Google Fonts or Font Awesome. For company information as to which Font provider your affiliate uses and how please contact dataprivacy@merz.com or your local Merz affiliate privacy champion listed below. [Contact Information](#)

reCAPTCHA

In order to protect the information you provide in forms on our website, some of Merz websites use the "reCAPTCHA" service from Google and with this service, Merz can differentiate between information entered into a form by a human and information entered by an automated machine ("bot"). Merz's legitimate interest in using reCAPTCHA is protecting our forms from bots.

Videos

Some of our websites feature videos. Merz uses videos to train, educate, and market Merz products internally and externally. Merz's legitimate interest in processing personal data via a video platform is so that we may provide relevant business videos to our users. For more information, please contact dataprivacy@merz.com or your local Merz affiliate privacy champion listed below. [Contact Information](#)

Social Media Technology

Merz and Merz websites use plug-ins of social media platforms such as Facebook, Twitter, Google, Instagram, and LinkedIn, and other social media technology, so that you may share your experience with Merz and/or other parties on social media. We use this information to improve our business and to provide you with more relevant content as expressed online. Social media plug-ins are identifiable by the logo of the respective plug-in provider.

Data entered on Merz social media pages, for example, comments, videos, images, likes, and public messages are published by the operator of the respective social media network, and we reserve the right to delete such content should this be necessary (e.g., due to inappropriateness or regulatory guidelines). We may also use the social media platform to communicate with you. The legal basis for this processing is Merz's legitimate interest in promoting Merz products to HCPs, consumers, and patients.

Healthcare Providers ("HCPs")

As a healthcare provider interacting with Merz as a dispenser, consultant, clinical investigator or using one of Merz's educational platforms, Merz will process the following information about you:

- Your name, title, business name, and the name of your employees who are authorized to do business with Merz
- Your medical or pharmaceutical license number
- Your business address, telephone number and email address(es)
- Merz product(s) you have ordered
- Payment information
- Information gathered during sales calls to your business by our sales team
- Any requests you have made for medical information about a Merz product
- Any potential safety risks or technical quality issues you report

- Information about training you received from us
- Information related to Merz-sponsored events you attend, and the relevant supporting documents connected to such Merz-sponsored events
- Personal information required for Merz’s due diligence process, including but not limited to questionnaires, supporting documents, identification, and proof of licensure and/or education
- Information required for transparency reporting, where required by law
- Any publications by trade press or other media relating to your practice or use of Merz products
- Credit Card Purchases of Merz Products
- Merz Sponsored Events
- Virtual Conferences, Webinars, and Video Calls
- Find a Provider/Provider Locator Services
- Online Accounts
- Healthcare Provider Online Portals
- Merz Related Software Applications (Merz Apps)
- Merz Newsletters
- Transparency and Reporting Laws
- Adverse Reporting and Product Safety

Patients, Consumers, and Users of Merz Products

- Purchasing of Merz Products
- Merz-Sponsored Contests or Campaigns
- Adverse Reporting and Product Safety

Specific Activities where HCP, Patient, Consumer and User of Merz Products data will be processed. For greater detail, click [here](#).

Clinical Study Participants

Generally, if you participate in a Merz-sponsored clinical trial, Merz processes your personal information for the primary purpose of conducting clinical research because Merz has a legal obligation to do so. With respect to special categories of data such as health and genetic information, it is in the interest of public health and ensures high standards of quality and safety of health care that such data is processed. For more detail or to learn more about Clinical Research Organizations, Clinical Data Transfer and Clinical Data Retention, click [here](#).

Job Applicants

Merz safeguards your personal information throughout the application process. Merz processes all personal information that you provide in your application, including any attachments sent for the purpose of considering your candidacy for employment. This data could include your name and contact information, the information in your CV or resume, your job preferences, and your profile. If you have a LinkedIn profile, Merz will process the data you choose to share on LinkedIn, as well. Merz processes these data to the extent required to carry out the application process, such as, enter into a contract with you. For more information or to learn about our data processing practices including how long Merz retains applicant’s data, click [here](#).

Suppliers, Vendors, or Business Partners

If you are a supplier, vendor or have another type of business relationship with Merz, then Merz will process identifying personal information about you, for example, first and last name, job title, industry, company affiliation and contact information. Merz processes this information to establish or maintain business relations with you and your company. The legal basis for this processing is Merz's legitimate interest in partnering with suppliers and vendors to provide its products and services. For more information, including to learn about data transfers, click [here](#).

Employee Data

Merz has a legitimate basis to process employee data as it pertains to supplying benefits education, training, payroll, insurance, communications, among other activities. Those activities that are optional and are for reward or enjoyment purposes, consent is collected either as an opt in or allows for an opt out. Processing of children's data is only processed to the extent that it is provided by the child's parent for the purpose of supplying medical insurance and other benefits, if applicable.

Data Retention

Unless otherwise stated in this Notice, we erase your personal information when it is no longer needed for the purposes for which it was processed and if the retention periods prescribed by law have expired.

Transfers of Personal information to Third Parties

Merz relies on the support of specialized technical service providers for the technical processing of personal information. In individual cases, Merz works with companies and other entities that have special expertise in specific areas or subject knowledge (such as tax auditors, lawyers, and consulting firms, for example). These service providers are carefully selected and are legally and contractually committed to ensuring a high level of data protection.

Merz will only pass your personal information to third parties for purposes other than those specified in this Notice if there is a legal obligation to do so or if you have provided your express consent to such disclosure.

International Transfers of Personal information Outside the EU/EEA Within Merz

At times, personal information may be transferred from within the EU or EEA to other Merz companies or service providers located in countries that are outside the EU or EEA and that, according to the European Commission, do not offer an "adequate level of data protection." For such transfers, Merz enters into the European Commission's standard contractual clauses ("SCCs") with the recipient and ensures compliance with the special requirements on transfers of personal information to such countries. Where necessary, Merz will take appropriate supplementary measures to ensure essentially equivalent level of data protection to that guaranteed in the EEA, in accordance with European Data Protection Board ("EDPB") recommendations.

The SCCs can be accessed at <http://data.europa.eu/eli/dec/2010/87/oj> and <https://eur-lex.europa.eu/eli/dec/2004/915/oj>.

Merz also adheres to the cross-border data transfer and export control laws of non-European countries within which it operates.

Your Data Protection Rights

You have rights concerning the data Merz collects and stores about you. If you would like detailed information about this data, you can contact us using the email of our global privacy offices at either dataprivacy@merz.com or dataprotection@merz.de. You may also request to receive information about any data that you have provided to Merz in accordance with applicable law in a structured, commonly used, and machine-readable format, or you may also request that we submit such information to a third party.

What are your Data Rights? Depending on the Regulation that applies to you, you may have the following rights:

1. Right to Delete Personal Information
2. Right to Correct Inaccurate Personal Information
3. Right to Access Personal Information
4. Right to Opt-Out of Sale or Sharing of Personal Information
5. Right to Opt-Out of the processing of Personal Information for the purposes of Targeted Advertising or Cross-Context Behavioural Advertising
6. Right to Limit Use and Disclosure of Sensitive Personal Information
7. Right of No Retaliation Following Opt-Out or Exercise of Other Right
8. Right to Withdraw Consent
9. Right to Lodge a Complaint

If Merz processes your personal information based on our “legitimate interests” per Article 6, Paragraph 1, Point (f) of the GDPR, you can object to the processing by telling us how our processing violates your rights in your unique situation. If you object, we must provide you with evidence of our legitimate business need to do so and the measures we have taken to protect your fundamental rights and freedoms. If you object, we will stop processing your personal information unless we can demonstrate compelling legitimate grounds for the processing, which overrides your interests, rights, and freedoms or for the establishment, exercise, or defence of legal claims. If you are objecting to direct marketing by us, we will honour your request and cease such marketing.

ANNEX

Specific Processing Activities for HCPs, Patients, Consumers and Users of Merz Products

HCPs

Credit Card Purchases of Merz Products

If you use a credit card to purchase a Merz product, we will process your contact, financial and transactional data in order to perform a contract with you and because doing so is necessary to complete the sale of our products. We use reasonable organizational and technical measures to secure your credit card data and limit the disclosure of such data to only those who have a need to see the data in order to process your transaction.

Merz Sponsored Events

Merz may gather personal data necessary to help you plan travel to or from the event and/or coordinate lodging. You may be asked to sign a consulting or other agreement with Merz further specifying the legitimate basis for your attendance at the event and for Merz's processing of your personal data. This consulting agreement governs your relationships with Merz with respect to the referenced event. In some instances, Merz partners with travel agencies and governmental agencies to ensure your lawful and safe passage to our event. When Merz transfers your personal data to these partners it is for the limited purpose of securing your attendance at our event and is governed by agreements between Merz and our partners requiring that our partners comply with our instructions and all applicable data protection rules and regulations. The legal basis for this processing is performing a contract. While participating at a Merz-sponsored medical event you may be asked to sign video or photography consents. The terms of the consent you execute governs how Merz will treat your personal data for the purposes described in the consent. As always, you have the right to withdraw your consent without negative affect and without affecting the lawfulness of processing based on consent before its withdrawal by contacting the data privacy officer for your country listed in the [Contact Information](#) section at the end of this Notice.

Virtual Conferences, Webinars, and Video Calls

Merz may offer virtual events for educational, marketing, customer support, or other purposes. In some cases, these video calls or webinars will be recorded. In such cases, Merz will notify you of the recording prior to or at the time of your joining the virtual event and, where necessary, will obtain your consent prior to recording. If the content of those notices or consents conflict with the terms in this Notice, those other notices or consents will control. If you wish to attend an event but do not wish to have your image or voice recorded, you may turn off your webcam and mute your line. The specific data protection and data privacy practices of Merz's web-based service providers, such as Cisco WebEx, are set forth in our service providers' privacy notices on their websites.

Find a Provider / Provider Locator Services

Some of our product-related websites allow potential patients to provide their postal code and other geographic location data to find a healthcare provider or pharmacy near them that provides Merz products ("Provider Locator"). If you are a healthcare provider and you expressly consent to participate

in our Provider Locator, we will process and publish your information on our websites. Visitors to the site who search for medical providers near them who use Merz products will be able to see your name, practice name, street address, telephone number and the Merz product lines you offer. Patients and consumers also can request that your practice contact them by clicking on “request more information” on your practice listing in the Provider Locator and completing a request form. The legal basis for this processing is performing a contract (if such is in place with you) or (in all other cases) Merz’s legitimate interest in providing HCPs information about our products and services.

If you are a healthcare provider who no longer wishes to participate in the Find a Provider feature, please email the privacy officer for your country listed in the [Contact Information](#) section at the end of this Notice.

Online Accounts and Access-Restricted Portions of Merz Websites

Certain areas of Merz’s websites are restricted to medical professionals and require registration. If you are a medical professional who is registering to use restricted areas of a website, we require you to provide information including your name, practice name, email address and physical address. Some sites may require additional information as described in the relevant website privacy notice. You are also required to create a unique username and password. Merz uses this information to create and manage user accounts and identify authorized users. Merz also sometimes processes this data to perform a contract, where we have a contract with you. In some instances, where you indicate your consent, we will use your registration data to provide you with marketing materials. We also share your registration data with other Merz affiliated companies inside and outside the EU and the EEA for sales and marketing purposes.

If you would like to withdraw your consent for Merz to send you advertising materials, as described, you may email the Merz privacy officer for the country where you reside and withdraw your consent without affecting the lawfulness of processing based on consent before its withdrawal.

If you are a European resident and your personal data is transferred outside the EU and EEA, Merz uses the measures described in the [International Transfers of Personal Data](#) section to ensure a lawful transfer.

Restricted Websites for Healthcare Practitioners

If you are in a geographical area where it is available, and you sign up to use an online portal for purchasing, training, marketing materials or other restricted services, Merz will collect your name, username, password, and contact details about your practice in order to provide you access to this restricted website. Merz restricted website portals may use a single sign on technology to allow you to navigate between features on the portal without having to re-authenticate you each time you leave one area, e.g., digital marketing assets, to navigate to another area, e.g., self-service. For this single sign on function to work, you will have to accept cookies by clicking that you approve their use via the “Accept” button on the Cookie Notice banner. As with other Merz websites, cookies are used to simplify and improve your experience of our web pages. These cookies are necessary for the site to function, which allows you to do business with Merz. You may deactivate your account by logging into your Account Settings and deactivating it there.

There are several modules that require you to affirmatively opt-in by checking a box indicating that you would like to participate in a service Merz is offering. The specific terms of each opt-in along with the Privacy Notice on each module provide the best and most current information about our privacy practices within those features. With respect to websites that offer training to healthcare providers,

Merz shares registration data as described in the website's Privacy Notice and shares it within the Merz Group of Affiliated Companies for the legitimate business reason of understanding our customers' business needs and training background.

To find information about how Merz lawfully transfers data outside the EU/ EEA see the [International Transfers of Personal Data](#) section found later in this Notice. For additional information on cookies and other technical tools and plug-ins we use on our websites, please see the [Merz Commercial Website Visitors](#) section above.

Merz-Related Software Applications (“Merz Apps”)

Healthcare practitioners should carefully review the Privacy Policy and the privacy settings for any Merz App that you use in your practice. The Privacy Policy in the Merz App and the privacy and security settings on the device on which the Merz App is downloaded will control. Generally, Merz Apps will collect whatever personal data healthcare providers enter into the App, including, username and password and, if the healthcare provider chooses, identified patient data. Healthcare providers should be careful to comply with all local medical secrecy and consent laws before entering identified patient data into a Merz App and should keep devices containing Merz Apps with patient data stored locally on them physically secured and password protected.

Whether the personal data is encrypted depends on the device settings used by the healthcare provider. Likewise, whether the personal data entered into the Merz App is transferred from the device depends on a number of factors such as whether the Merz App is backed up to local or cloud storage by a healthcare provider or whether the healthcare provider transfers the personal data on the Merz App to consumers or patients via an electronic medical record or email function. Compliance with data protection and privacy laws with respect to transferring identified patient data from a Merz App to a consumer or patient is entirely the responsibility of the healthcare provider and the healthcare provider is the best source of fair information about his or her own personal data practices using a Merz App.

In some instances, anonymous, aggregate patient data may be shared with Merz for the purpose of improving functionality, the user experience and for anonymous market research, but Merz does not collect identified or pseudonymous patient data from Merz Apps.

Merz Newsletters

If you subscribe to a Merz paper or electronic newsletter, Merz will process your contact information in order to provide the newsletter to you, e.g., your email or postal address. This data is used for purposes of sending you promotional materials about Merz. You have the right to unsubscribe from the Merz newsletter(s), via the link provided in the newsletter. Unsubscribing from a newsletter does not affect the legality of any processing of your contact information that took place prior to the date of unsubscribing. It also does not affect the legality of Merz processing your personal data in order to fill product orders or perform a contract.

If you register for the newsletter via a Merz website, Merz may record the IP address of the device used to access the website system, the date and time of your registration, and the date and time of the email verification. These are used to detect the possible misuse of your email address.

Our electronic newsletters sometimes contain “web beacons.” A web beacon is a miniature graphic image that is embedded in an email in HTML format. Based on the embedded web beacon, Merz can recognize whether and when the recipient opened the newsletter, and which links contained in the newsletter he/she clicked on. Data collected through web beacons are also stored and processed anonymously for statistical purposes. The corresponding statistics are used to optimize the newsletter dispatch process and to better align the content of future newsletters with interests of recipients.

We may share your data with an agency partner providing us with technical assistance when sending you our newsletter. If we do so, the partner will be obligated to process your data only as we instruct and consistent with applicable law. If this processor is outside the EU or EEA, then we comply with cross border transfer rules as described in the [International Transfers of Personal Data](#) section found later in this Notice.

Transparency and Reporting Laws

Merz may also process your personal data in order to comply with legal provisions on transparency and reporting obligations that apply within the pharmaceutical sector. If you or one of your patients submits a complaint or reports that one of our products has had an adverse effect, then we will process your personal data to the extent required to handle the complaint. Where we are legally obliged to do so, we also forward pseudonymous personal data relating to a complaint to the competent supervisory authorities for pharmaceuticals and medical devices. If necessary, Merz will also process your data in order to comply with statutory transparency requirements regarding the reporting of benefits provided by Merz to you (e.g., at conferences or similar events) and in accordance with export and money laundering laws.

Side Effect or Injury Reporting

If your patient experiences any unwanted side effects when using our products, we encourage you to contact us immediately. Reporting such situations is very important from a public health perspective and is in the legitimate interest of both Merz and the public at large. If you believe that your patient may have experienced adverse effects while using our products, we ask you to report this as follows:

- In the US: product.safety@merz.com
- In the EU: product.safety@merz.de or ax-safety@merz.de
- In Switzerland: quality@merz.ch
- In the UK: UKdrugsafety@merz.com
- In LATAM: farmacovigilanciamb@merz.com
- In APAC: safety@merz.com
 - In Australia and New Zealand: safetyanz@merz.com
 - In China: safety.china@merz.com
 - In Korea: safety@merz.kr

If you contact us to report that your patient suffered a potential side effect, we will collect and process various types of health-specific data relating to your patient. This data may include the treatment your patient received and side effects themselves as well as all relevant medical information about your patient's age, gender, other medications your patient takes, and medical history. Patient data and your reporter details may be forwarded to other Merz companies as described below in accordance with the applicable laws for the exclusive purpose of investigating your report and understanding whether our drug or device may have caused it.

If you are a European Economic Area or Swiss resident, your data will be forwarded to Merz Pharmaceuticals GmbH in Frankfurt am Main, Germany, which, within the Merz companies (outside the United States), is responsible for managing reports of side effects or injury. Merz Therapeutics GmbH submits all reports of adverse reactions received from within Europe to the European Medicines Agency. Safety reports within the United States and Latin America are reported to Merz North America, Inc., and its affiliated companies and, if legally required, to the United States Food and Drug Administration and relevant Canadian, South American, and Mexican authorities. All global Merz

affiliates will report adverse events to the local regulatory authorities as required by law. The Merz company provides regulatory authorities the minimum necessary personal data to comply with public safety and drug regulation laws. The legal basis for the processing is to establish compliance with legal obligations to which Merz is subject.

For public health reasons, reports of adverse events are kept until the legally required retention period has expired and are then deleted. Merz as of this date has not met a deletion required date.

Technical (Non-Injury) Problem Reporting

Your complaints help us improve the quality of our products. Accordingly, we process personal data you have made available to us (e.g., your personal data, contact details, and your correspondence with us) solely for the purpose of examining the quality issues you have reported and/or to clarify the details with you. Merz forwards only unidentified technical data included in your complaint to other Merz companies and contracting parties to improve any quality issues with our products. In most cases, your identified personal data is not transmitted, but rather remains solely at the Merz affiliate to which you made the report and will be erased after the legally required retention period elapses.

Patients, Consumers, and Users of Merz Products

Purchases of Merz Products

If you use a credit or debit card to purchase a Merz product, we will process your contact, financial and transactional data in order to perform a contract with you and because doing so is necessary to complete the sale of our products. We use reasonable organizational and technical measures to secure your card data and limit the disclosure of such data to only those who have a need for the data in order to process your transaction.

Merz-Sponsored Contests or Campaigns

From time to time, Merz holds competitions, lotteries, and other such promotional events and campaigns. Unless otherwise specified in data protection regulations pertaining to the respective competition, promotion, event, or campaign, any personal information that you provide us as part of your participation will be used to administer the competition, promotion, event, or campaign (e.g., determining the winner, notifying the winner, sending the prize). The legal basis for this processing is performing a contract.

In some cases, with your consent, we will use personal information you provided as a part of your participation in the contest to contact you with other Merz contests or promotions and information about Merz products. If you have consented to share information with Merz you may at any time revoke your consent without future effect; such revocation will not put you at any disadvantage whatsoever. To revoke consent, you may simply send a corresponding written notification to the body specified on the declaration of consent, or to dataprivacy@merz.com, whichever is applicable.

Once the competition or promotion is over, your data will be deleted, unless you have consented to allow Merz to process your data for promotional purposes beyond the time period of the contest. Where the prizes are objects, the data of any winners will be kept for as long as the respective statutory warranty claims apply so that we may arrange rectification or exchange should the prize be defective.

For further details, please refer to the data privacy notices provided as a part of the specific contest or campaign in which you are participating. If this Notice and the privacy notice of a specific contest or campaign conflict, then the latter shall prevail.

Side Effect or Injury Reporting

If you experience any unwanted side effects when using our products, we encourage you to contact us immediately. Reporting such situations is very important from a public health perspective, is required by law, and is in the legitimate interest of both Merz and the public at large. If you believe that you may have experienced adverse effects while using our products, we ask you to report this to us as directed above.

If you contact us to report that you suffered a potential side effect, we will collect and process various types of health-specific data relating to you. These data may include the treatment you received and side effects themselves as well as all relevant medical information about your age, gender, other medications you take and medical history. Such data are used for the exclusive purpose of investigating your report and understanding how our drug or device may have caused it. If you are a European Economic Area or Swiss resident your data will be forwarded to Merz Therapeutics GmbH in Frankfurt am Main, Germany, which, within the Merz companies (outside the United States), is responsible for managing reports of side effects or injury. Merz Therapeutics submits all reports of adverse reactions received from within Europe to the European Medicines Agency. Safety reports within the United States and Latin America are reported to Merz North America, Inc., and its affiliated companies, and, if legally required, to the United States Food and Drug Administration and relevant Canadian, South American, and Mexican authorities. All global Merz affiliates will also report the safety reports to the local regulatory authorities as required by law. The Merz company provides regulatory authorities the minimum necessary personal data to comply with public safety and drug regulation laws. The legal basis for the processing is to establish compliance with legal obligations to which Merz is subject.

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Technical (Non-Injury) Problem Reporting

Your complaints help us improve the quality of our products. Accordingly, we process personal data you have made available to us (e.g., your personal data, contact details, and your correspondence with us) solely for the purpose of examining the quality issues you have reported and/or to clarify the details with you. Merz forwards only unidentified technical data included in your complaint to other Merz companies and contracting parties to improve any quality issues with our products. Your identified personal data is not transmitted, but rather remains solely at the Merz affiliate to which you made the report and will be erased after the legally required retention period elapses.

Clinical Study Participants (more information)

As part of the respective clinical trial, you will receive more detailed information on the scope of personal data processing in your informed consent document. The information you are given for your specific trial controls your situation. The information provided here is general and will be supplemented or altered by the informed consent you execute prior to becoming a study participant.

The personal data collected and processed includes your name, address, and information about your health, race, national origin, photographs and/or video recordings of you and, sometimes, genetic

information, among other things. Your data will be processed for the purpose of conducting the trial, applying for the approval of a new pharmaceutical product, and, if applicable, for other purposes as specified in the pertinent declaration of consent for the study.

For your own protection and privacy, such data is processed in pseudonymous form wherever possible, which means using a number and/or letter code instead of your name to identify you. However, there are occasions where Merz and its partners conducting the study may need to view your identified personal data in order to ensure the study is scientifically valid, or to protect your health and safety. Anyone who views your identified personal data during a clinical trial is obligated to hold this information in strict confidence.

Service Providers

Usually, Merz partners with a clinical research organization (“CRO”), which organizes and conducts the clinical trial on Merz’s behalf. The trial is carried out under the supervision of a clinical investigator. The investigator and the CRO will both have access to your personal data for study purposes. Sometimes, other third parties will receive participant personal data, such as laboratories, statisticians, and related providers whose services are necessary to properly conduct the study. Merz and its study partners agree by contract to ensure the personal data will be lawfully processed and that both Merz and its study partners comply fully with applicable data protection laws.

Onward Transfers

Where an application for approval of a pharmaceutical product is concerned, your pseudonymous data may be forwarded to a governmental authority responsible for the approval process. If adverse effects (unintended unfavourable outcomes) occur, your data may be forwarded to the competent ethics commission and to the authority responsible for receiving the corresponding reports. If you expressly consent to it, your personal data collected during the trial may be transferred to your private physician to ensure continuity of care.

Data Retention

If the study in which you participate relates to a product approved for sale, Merz is legally obligated to retain the clinical study data, including your personal data, for the life of the product on the market plus twenty years. If the trial comes to an end or is terminated prematurely, Merz must retain the study data, including your personal data, for a period of at least ten years, and sometimes longer, as prescribed by law. The data will be erased at the end of the applicable retention period.

Job Applicant (more information)

If you use one of our online job boards, before submitting your first application, you will be asked to set up a profile and provide us with information, including your email address, contact details, information on your professional and educational career, specific information on your preferred field of work, etc. In this profile, you will be able to upload your CV and related documents. The legal basis for this processing is taking necessary steps to enter into a contract with you.

Merz will also collect and store data about the device and system used to access the job board, including the type of browser, the browser version, the operating system used, the website from which the Merz website is accessed, the Merz website sub-pages that are accessed, the date and time of such access, the internet protocol address (IP address), and the internet service provider. Merz uses this information to render our website accessible, to identify and remedy any technical problems that

may arise, and to prevent and, if necessary, take action against any abuse of our services. Merz also analyses anonymous data for statistical purposes and to improve our job board. The legal basis for this processing is Merz's legitimate interest.

Data Retention

If you are a European resident, personal data collected as part of the application process will be stored for a maximum of six months from the date the position was filled. For non-European residents, the retention period varies under local law. If you consent to allow Merz to retain your data for longer than the applicable retention period, we will retain it according to the terms of your consent. As always, you have the right to withdraw your consent without negative affect and without affecting the lawfulness of processing based on consent before its withdrawal by contacting the data privacy officer for your country listed in the [Contact Information](#) section at the end of this Notice.

For additional information on cookies and other technical tools and plug-ins we use on our websites, please see the [Merz Commercial Website Visitors](#) section above.

Suppliers, Vendors, or Business Partners (more information)

As a rule, we collect this data directly from you if and to the extent that you convey it to us (e.g., in email signatures, letterheads of business correspondence or business cards). Merz may occasionally also receive personal data concerning you from your employer or from third parties, for example through recommendations from customers, suppliers, or other business contacts.

Your data is also passed on to other Merz companies within the scope of our vendor and supply chain management systems. This is done for purposes of easily locating you or the company to which you belong, and of determining the status that you or the company to which you belong has within our systems.

If your data is transferred outside the EU/EEA, then Merz will ensure the lawfulness of the transfer via the mechanisms described in the [International Transfers of Personal Data](#) section found in this Notice.

Contact Information

If you would like to contact the Data Privacy Champion for your region, please Contact us at dataprivacy@merz.com or dataprotection@merz.de.

Local and Regional Merz Affiliates, Privacy Officers Email Addresses

Europe

België Belgium

Nederland (Netherlands) and Luxemburg

Merz Pharma Benelux B.V.

dpobenelux@merz.com

Deutschland (Germany)

Merz Aesthetics GmbH

datenschutz-aesthetics@merz.de

España (Spain) and Portugal

Merz Iberia Aesthetics SL

Informacion.cliente@merz.com

France

Merz Pharma France S.A.S.

Dataprotection.france@merz.com

Italy

Merz Pharma Italia SRL

dpo@merz.it

Österreich (Austria)

Merz Pharma Austria GmbH

datenschutzbeauftragter@merz.co.at

Россия (Russia)

Merz Pharma LLC

dataprivacy_ru@merz.ru

Schweiz/Suisse (Switzerland)

Anteis SA

anteis.dataprivacy@merz.com

Merz Pharma (Schweiz) AG

Data-protection@merz.ch

United Kingdom/Ireland

Merz Aesthetics UK Limited

dataprotectionUK@merz.com

North America

Canada

Merz Pharma Canada, Ltd.

dataprivacy@merz.com

United States
Merz North America, Inc.
dataprivacy@merz.com

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privacy.latam@merz.com

Brasil (Brazil)
Merz Farmaceutica Comercial Ltda.
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Carrera 11 No. 87-51 Ofc. 302
privacy.latam@merz.com

México
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privacy.latam@merz.com

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Australia and New Zealand
Merz Australia PTY Limited
Privacy_Australia@merz.com

China, Hong Kong and Taiwan Region
China: privacycn@merz.com

Hong Kong:
privacyhk@merz.com

Taiwan:
privacytw@merz.com

Indonesia
privacyin@merz.com

Korea
privacykr@merz.kr

Singapore
Merz Asia Pacific PTE. Limited
privacysg@merz.com

Thailand
privacyth@merz.com

All other APAC locations not listed in this Notice
privacyapac@merz.com

Middle East - Merz Middle-East FZE-
privacymiddleeast@merz.com