

# Website Privacy Policy

Thank you for your interest in our company! The protection of your personal data is important to us. AOP Health provides this privacy policy to inform you about what data we process about you when you visit our website [aop-health.com](http://aop-health.com) ("Website"), and our practices relating to that personal data.

Our Website is not intended for any person under 18 years old. If you are under 18, you may not use our Website.

**Contact :**

AOP Orphan Pharmaceuticals GmbH  
Leopold-Ungar-Platz 2  
1190 Vienna

[data\\_protection@aoporphan.com](mailto:data_protection@aoporphan.com)  
("AOP Health", "we", "us")

## 1. PERSONAL DATA WE COLLECT, PURPOSES AND LEGAL BASIS

We may collect your personal data as follows:

### 1.1. Contacting us

When you contact us - e.g., by e-mail, telephone or via the contact form - we process the personal data provided. Typically, this includes your name, contact details (e.g., telephone number and/or email address) and the content of your request. Such processing is necessary in order to assist with your enquiry and to reply to you. We cannot properly process and respond to your enquiries without this information.

If you send us any material (e.g., scans of documents, invoices or images) when contacting us, we will also process the personal data contained therein. If these documents, or any other information you submit, contain data of third parties, it is your responsibility to inform the respective data subject(s) about the disclosure of that data. By submitting another individual's data to us, you represent and warrant that you have provided all required notices, and have obtained all permissions, consents, authorizations, or releases required by law, to provide us with such information.

### 1.2. Reporting of Adverse Drug Reactions

In case you report to us an adverse drug reaction (ADR), we will process the personal data you provide to us and, in some cases, further data that we require to document the ADR: name, contact details, occupation, and firm (if applicable) of the reporter and the relationship to the patient concerned; and further details about the drug and the ADR.

In addition, we process patient data you provide within your respective ADR report. We are legally required to process this data due to our pharmacovigilance duties based on applicable law, such as United States pharmacovigilance requirements relating to 21 CFR 314.80, and, to the extent applicable, European Union

directive 2001/3/EC on the Community code relating to medicinal products for human use and IR 520/2012 on the performance of pharmacovigilance activities.

If you report an ADR on behalf of a patient, please make sure that this patient is informed as required by law about the reporting and information you provide us, and that you obtain any required consents or authorizations needed to send the patient's data to us. By submitting patient data to us, you represent and warrant that you have provided all required notices, and obtained all permissions, consents, authorizations, or releases required by law, to provide us with such information.

### **1.3. Purposes for which we may use personal data**

In addition to the uses outlined above, we may use any personal data we collect for our business and commercial purposes, including the following:

- To operate our business, including by providing our products and services;
- To process, complete and fulfill your requests and transactions;
- To provide customer service and respond to requests or inquiries;
- To provide you with newsletters, articles, alerts, announcements, invitations, and other information of potential interest to market to you and others, including by sending direct marketing and/or by delivering targeted and interest-based marketing within our Website and elsewhere, as permitted by law;
- To protect the health, safety, welfare, rights, or interests of you, us, any third party, or the general public, or to protect the safety and integrity of our Website, products, or services; to troubleshoot issues; and to detect and prevent errors, fraudulent activity, or other potentially wrongful, harmful, or illegal activity;
- To establish, assert, exercise, defend against, or enforce any legal claims, legal rights, legal obligations, legal process, government requests, AOP policies, internal investigations, or prudent security or business practices.

### **1.4. ADDITIONAL DISCLOSURES FOR CALIFORNIA RESIDENTS**

California residents, please note that the personal data we collect may constitute the following under California law: (a) identifiers and other personal information listed in the California Consumer Records Statute, (b) commercial information, (c) professional information, (d) internet and electronic network activity information, and (e) inferences. We may collect this information directly from you, and from devices you use to access our Website.

## 2. DATA RETENTION

We process your personal data as long as it is necessary for the purposes for which it is collected, and for any further periods permitted or required by law.

## 3. COOKIES

We use cookies and similar technologies to collect information about your use of our Website, including information about your activities while using our Website and interactions with our Website. We use this information for the purposes outlined in this Privacy Policy, including to evaluate and improve the experience on our Website. You can deactivate cookies (or otherwise adjust your cookie settings) at any time via the button “Cookie Settings” in the Website footer. This link also activates a preference center that provides further information about cookies we use. Please note that if you deactivate all cookies, you may not be able to use all the features or functionalities on the Website.

## 3. HOW WE SHARE PERSONAL DATA

We may share personal data with third parties for the purposes outlined in this Privacy Policy. The categories of third parties with whom we share personal data generally include:

- Our affiliates;
- Processors and service providers. We may transfer your personal data to third-party processors or service providers that provide services to us, including:
  - IT services, cloud services, data hosting and processing or similar services; and
  - providers of software solutions and tools that support us in our activities.
- In addition, we may transmit your personal data to the following types of recipients:
  - external third parties who advise and support us to the extent necessary on the basis of our legitimate interests (e.g., legal representatives and insurance companies, auditors and consultants, etc.);
  - courts, authorities and other governmental authorities or public bodies to the extent required by law, legal process, or government request, or on a case-by-case basis (e.g., local drug and health authorities; tax authorities, data protection authorities, civil courts, etc.).
- We may also disclose personal data to third parties to: (a) protect the health, safety, welfare, rights, or interests of you, us, any third party, or the general public, or to protect the safety and integrity of our Website, products, or services, to troubleshoot issues, or to detect and prevent errors, fraudulent activity, or other potentially wrongful, harmful, or illegal activity; or (b) establish, assert, exercise, defend against, or enforce any legal claims, legal rights, legal

obligations, legal process, government requests, AOP policies, internal investigations, or prudent security or business practices.

- We may also disclose personal data in connection with a merger, acquisition, bankruptcy, or sale of our assets, or other similar business transactions.

California residents, please note that we disclose all categories of personal data described in this Privacy Policy to all categories of third parties described in this section for the business purposes described in this Privacy Policy.

## 4. DATA SUBJECT RIGHTS

California residents, you may have a right to request access to your personal data. Furthermore, you may have the right to request corrections to or deletion of personal data.

If you want to exercise your data protection rights or have any other questions about data protection, please **contact us directly** using the contact details listed below. We will be happy to provide you with advice and answers at any time.

California residents, please note that AOP does not “sell” personal data. To the extent cookies on our Website may result in “sharing” of personal data, these cookies are not activated without your consent – and you can deactivate them at any time by clicking “Cookie Settings” in the Website footer. AOP will not unlawfully discriminate against California residents for submitting requests to exercise privacy rights available under law.

To submit requests to exercise any of the above rights, contact us as set forth immediately below in the next section. You will be asked to provide certain personal data so that AOP may verify your identity as required by law before proceeding with your request.

### Contact Us

To contact AOP, you may email us at [data-protection@aoporphan.com](mailto:data-protection@aoporphan.com). This email address also reaches our Data Protection Officer. You may also write to us at: