



Data Privacy Statement

SIA Bayer, Skanstes str. 50, 1013 Riga, Latvia, Tel: +371 67331598 (hereinafter “us,” “our” and “we”), as the entity responsible for processing your personal data, would like to provide you with the following information about how your personal data is processed.

1 Purpose(s) of processing and categories of personal data

We process the following personal data for the following purposes:

- **To communicate with you**

In order to process notifications on product technical complaints from you, we may have to process the following personal data about you:

- Title, name, address, telephone, mobile number, e-mail address and other information for contacting you online. We collect information of this kind from personal communications with you (e.g., telephone, e-mail).
- Content of the inquiry/notification.

- **Quality assurance and fulfilling legal obligations**

To improve your experience using our products and services, as well as our products themselves, and to fulfill our legal obligations, we may process the following personal data concerning you:

- We also document information you provided us with in your notification or inquiry (e.g., complaints about the quality and/or use of one of our products, questions about how to use our products), for example when you report product technical complaints/ suspected quality defect in one of our products.

2 Transmission of personal data

2.1 Commissioned data processing

We sometimes commission specialized service providers to process your personal data on our behalf. We carefully select and regularly monitor all our service providers. They process personal data only at our request and in accordance with our instructions on the basis of commissioned data processing contracts.

2.2 Transfer to third parties

We share your personal data with the following third parties for the following reasons:

<u>Third party</u>	<u>Scope and purpose of data transfer</u>
Pharmacovigilance and the concerned Quality Management Team of Bayer.	For pharmacovigilance and quality assurance purposes.
Other Bayer Group companies (available at: www.bayer.com/en/bayer-worldwide.aspx).	Fulfillment of our responsibilities with regard to medical device and drug safety, or quality assurance for our products.

Government authorities (e.g., Latvian Medicines Agency) and other public institutions.

Fulfillment of legal or legislative requirements (e.g., reporting requirements); usually in pseudonymized form (without providing your name or contact information).

2.3 Transfer to third countries

Your personal data may be transferred to third countries, with reference to which the European Union has not found that they offer an adequate level of data protection. In such cases, we ensure that a sufficient level of protection is provided for your data, e.g., by concluding EU standard contractual clauses with the respective data importer. You can obtain a copy of the appropriate safeguards put in place by us (as necessary) by contacting us at datuaizsardziba@bayer.com.

3 Retention periods for personal data

Your personal data, relating to notifications or inquiries you have sent to us, may be retained for a period of 10 years in order for us to meet all legal requirements on data retention arising from medicinal products or medical devices legislation. In some cases, the retention period can be up to 70 years.

4 Legal basis for processing your personal data

Purpose	Legal basis	Comments	Data must be provided	Consequences of failure to provide data
Processing and responding to your inquiry or notification	Art. 6(1)(b) General Data Protection Regulation (for contact information and information on the content of your notification/inquiry) Art. 9(2)(i) General Data Protection Regulation in conjunction with local laws, if you refer to special categories of personal data	For personal data that is required to process and respond to an inquiry or notification	Yes, if data is relevant to the purpose of the notification or inquiry.	We are not able to process your inquiry or notification
Quality assurance (that goes beyond medicinal product or medical devices legislation)	Art. 6(1)(f) General Data Protection Regulation	We have a legitimate interest in processing this data since we are obligated to ensure the quality of our products.	No	We cannot use your notification/inquiry to improve/adapt our quality standards.
Fulfillment of legal obligations with regard to quality assurance for medicinal product, medical devices, food supplements and cosmetics	Art. 6(1)(c) General Data Protection Regulation in conjunction with (e.g., standard based on medicinal product or medical devices legislation)	As a pharmaceutical's manufacturer, we are subject to certain legal obligations that make it necessary for us to process your data	Yes	Risk of violating legal obligations

5 Information about your rights

You have the following rights related to your personal data: the right to information about and access to your personal data, the right to request that your data be corrected or deleted, the right to request limited processing of your data, and the right to request that your data not be processed at all. Additional rights include the right to have your data transferred and the right to file a complaint with the data protection supervisory authority. You may at any time withdraw your consent without affecting the lawfulness of processing before the withdrawal.

If you have questions or would like to exercise your rights in connection with data protection, please contact our data protection officer: SIA Bayer, Skanstes str. 50, 1013 Riga, Latvia, Tel: +371 67331598 or send an e-mail to datuaizsardziba@bayer.com.

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