

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 when you visit our website 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.

Please be aware the following may be updated from time to time without notice at the sole discretion of AOP Health.

1. PERSONAL DATA WE COLLECT, PURPOSES AND LEGAL BASIS

We may collect 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 could include your name, contact details (e.g., telephone number and/or email address) and the content of your request. Such processing is necessary to assist with your enquiry and to reply to you. We cannot properly process and respond to your enquiries without this information.

Please do not provide any confidential information or identifiable patient information such as patient records, patient test results, or any other Personal Health Information (PHI). In our capacity as a pharmaceutical manufacturing company, we are not permitted to receive, review, or store any patient information regardless of how it is received or for what reason.

We request that you not include any identifiable confidential information because our data capturing system is configured in such way that the identifiable confidential information may automatically process the personal data contained therein. AOP cannot accept or review any patient or personal health information even if the information is de-identified and regardless of whether permission, consent, authorization or release has been obtained and is provided. How to submit a report of an adverse drug reaction is provided below.

Contact :

AOP Health US, LLC
251 Little Falls Drive
Wilmington, DE 19808

office.us@aop-health.com
("AOP Health", "we", "us")

1.2. Reporting of Adverse Drug Reactions

When an Adverse Drug Reaction (ADR) is submitted, we will process the personal data you provide to us and, in some cases, we may require further information to document the ADR such as but not limited to: name, contact details of person reporting the ADR, occupation, and firm (if applicable) of the reporter and the relationship to the patient concerned; and other further details about the drug and the ADR.

Any patient information that is provided when reporting an ADR should be strictly limited to the reporting of the Adverse Drug Reaction. Please do not provide more information than is necessary to properly report 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 and that you are not providing more information than is necessary.

AOP does not use any patient data it receives for marketing or communication purposes.

1.3. Purposes for which we may use personal data

In addition to the uses outlined above, with the exception of information provided when submitting an adverse drug reaction, 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.

The above does not include any personal health information (PHI) or patient information that may be shared during proper reporting of adverse events or product complaints. AOP Health will not contact a patient directly to discuss, communicate or market to specific individuals.

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 under a mutually agreed upon contract, 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 do our reasonable best to provide the information to you in a timely manner.

California residents

AOP does not “sell” personal information as that term is defined under the California Consumer Privacy Act of 2018, as amended by the California Privacy Rights Act (collectively, “CCPA”). To the extent our use of cookies and similar technologies on the Website may be considered “sharing” personal information for cross-context behavioral advertising, such cookies are not activated without your prior consent. You may manage or withdraw your consent at any time by selecting “Cookie Settings” in the footer of our Website.

AOP respects your privacy rights and will not unlawfully discriminate against you for exercising any rights available to you under the CCPA

To exercise any of the rights described above, please contact us using the information provided in the next section. We may request certain personal information to verify your identity, as required by law, before processing your request.

Contact Us

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

AOP Health US, LLC
251 Little Falls Drive
Wilmington, DE 19808

Email: office.us@aop-health.com