

Merck Canada Inc. and Merck Animal Health
Privacy Notice for Canadian Healthcare Professionals, Canadian Stakeholders
and Canadian Animal Healthcare Professionals

FACTS	This Privacy Notice provides a comprehensive overview of the practices of Merck Canada Inc. and Intervet Canada Inc., also known as "Merck Animal Health" (collectively "Merck") , Canadian corporations, members of the Merck & Co., Inc. (Kenilworth, New Jersey, USA) global family of companies, with respect to the collection, use and disclosure of personal information about Canadian Healthcare Professionals, Canadian Stakeholders, Canadian Animal Healthcare Professionals.
Privacy at Merck	At Merck & Co., Inc. – also known as Merck Sharp & Dohme (MSD), as Merck Canada Inc. or Merck Animal Health in Canada and as Banyu in Japan (collectively "Merck" or the "Company") – a global research-based pharmaceutical company, privacy is fundamentally about trust. Consistent with the Merck tradition of upholding high ethical standards across our business practices, we have demonstrated our commitment to privacy of personal information by establishing a global privacy program to support compliance with applicable privacy laws and standards for protecting personal information around the world.
Why? The "Purposes"	<p>In accordance with Canadian privacy laws, Merck may, from time to time, collect, use and share identifiable information about you ("personal information") in your capacity as a healthcare professional, stakeholder or animal healthcare professional for purposes related to our interactions with you (the "Purposes"). The term "Healthcare Professional" includes physicians, pharmacists, medical investigators, researchers, nurses and other healthcare professionals. The term "Stakeholder" means individuals who are not healthcare professionals or suppliers of goods and products, excluding patients. The term "Animal Healthcare Professional" includes veterinarians, and non-veterinary professionals associated with disciplines in animal science and nutrition, agrologists, animal health technicians and others who provide animal health care services in a professional capacity.</p> <p>The Purposes for which Merck collects your personal information in connection with our everyday business operations with you as a Stakeholder may fall within the following categories:</p> <ol style="list-style-type: none"> 1) to gain an understanding of your current professional needs and preferences to develop, enhance or provide products, services and scientific information geared to those needs and preferences as well as other initiatives, including: <ul style="list-style-type: none"> • gather your insight on policy or reimbursement related issues • obtain additional information through business and market research • gain your insight on the development of sales, marketing and learning programs 2) to provide access to our resources and keep track of our interactions with you both offline and online (our online practices are governed by our internet Privacy Policy, https://www.msdprivacy.com/ca/en/internet-privacy-policy.html). 3) to comply with legal and regulatory requirements including: <ul style="list-style-type: none"> • required tracking of payments made to Stakeholders for services performed on behalf of the Company • financial disclosure reporting • auditing our programs and resources for compliance and security purposes • determining the appropriateness, given the requirements of laws applicable to our business, of engaging Stakeholders for certain of the business purposes described above • legal proceedings and government investigations, including preservation of relevant data <p>The Purposes for which Merck collects your personal information in connection with our everyday business operations with you as a Healthcare Professional or Animal Healthcare Professional fall within the following four categories:</p> <ol style="list-style-type: none"> 1) Medical/veterinary & research related purposes, for examples: <ul style="list-style-type: none"> • your interest in being involved in clinical, epidemiology and outcomes research study management; • to identify and engage scientific experts and leaders. 2) to provide you with information, products, services and features that you have requested or that may be of value to you, for example: <ul style="list-style-type: none"> • delivery of programs and materials for your own patients/customers; • communication of information or programs that may, in your opinion, be of interest to your patients, pet owners or customers; • patient assistance and reimbursement programs; • communication of information about our products and business (including marketing & sales programs) through our professional representatives, our web sites, via e-mail, call centers, postal mail and other channels; • to determine your interest in symposia, conferences and other scientific and educational programs; • as requested by you, to provide you with product samples or orders of our product; • to provide access to our resources and keep track of our interactions with you both offline and online (our online practices are governed by our internet Privacy Policy, https://www.msdprivacy.com/ca/en/internet-privacy-policy.html). 3) to gain an understanding of your current professional needs and preferences to develop, enhance or provide products, services and scientific information geared to those needs and preferences, including: <ul style="list-style-type: none"> • gain your insight on the development of sales and marketing programs; • obtain additional information through business and market research; • perform professional segmentation to better understand your needs and preferences. 4) to comply with legal and regulatory requirements including: <ul style="list-style-type: none"> • adverse experience and product complaint reporting; • required tracking of payments made to you for services performed on behalf of Merck; • financial disclosure reporting; • auditing our programs and resources for compliance and security purposes; • determining the appropriateness, given the requirements of laws applicable to our business, of retaining your services for certain of the business purposes described above; • legal proceedings and government investigations, including preservation of relevant data.

Updated January 31, 2019

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To view our privacy policy please go to <https://www.msdprivacy.com/ca/en/index.html>

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What? Personal information	<p>Any personal information collected by Merck will be disclosed only on a need-to-know basis within Merck for the Purposes for which the information was collected or as may be required or permitted by law.</p> <p>Personal information is retained on a secure server. Merck being a global company, certain personal information may be located on Merck servers, databases or processes physically located outside of Canada or processed in another country. These databases only collect, store, receive, use and share personal information in keeping with the principles of use for a particular Purpose and on a need-to-know basis and with required safeguards in place.</p> <p>When Merck engages the services of a third party in the context of the Purposes, then personal information may be obtained from or shared with said third parties with appropriate safeguards in place, including but not limited to contractual safeguards, as relates to the use and retention of your personal information; see the "HOW" section of this Privacy Notice for further details in terms of sharing of personal information with third parties.</p> <p>When personal information is collected, stored, received, used or shared outside of Canada for the Purposes described in this Privacy Notice, safeguard measures are subject to the legal requirements of foreign countries where personal information is collected, stored, received, used, or shared, and Government authorities and national security of these countries could access it in accordance with the applicable laws of these countries. Where local laws require that you provide specific consent for the collection, use and disclosure of personal information for a Purpose, you may be asked to provide your consent by appropriate and permitted means.</p>	
How?	<p>The types of personal information we collect (directly from you or from public or third-party information sources) and share depend on the Purpose and consequently the relationship you have with Merck and the requirements of applicable law. Only personal information that is required for a Purpose will be collected. Personal information which may be collected, depending on the Purpose, may include:</p> <ul style="list-style-type: none"> • your contact information including your name, address of your clinic/practice/office, telephone and fax numbers, e-mail address; • your professional credentials, publications, patents and other scientific and medical achievements; • roles or positions held with governmental bodies, hospitals, payer groups and organizations as well as institutional affiliations; • your areas of interest and your views on continuing medical information; • your preferred method of communication and preferred types of medical information; • prescriber information (on an aggregated basis) in accordance with applicable local laws and requirements; • industry programs and activities in which you participated; • agreements you have signed with Merck; • payment-related information, including sales tax identification numbers where honoraria is paid to you by Merck; • information identifying scientific and medical colleagues who consider you an expert/leader in your specialty area; and • information identifying those of your scientific or medical/veterinary colleagues who you consider an expert/leader in your specialty area. 	
How?	<p>In the section below, we list the reasons Merck may typically share your personal information and whether you can limit this sharing.</p> <p>Merck implements reasonable and appropriate technical, electronic and physical security measures to protect personal information in accordance with its sensitivity from loss, misuse, unauthorized access, disclosure, alteration or destruction.</p>	
Reasons personal information about you could be shared	Do we share?	Can you limit this sharing?
Reporting to government authorities (such as Health Canada and the FDA in USA)	Yes, for example, to report safety information about our products.	No
To parties in relevant legal proceedings as authorized by the presiding court or tribunal and otherwise to the extent required or explicitly authorized by applicable law, or rules of a court or a tribunal	Yes	No, except where required by local law.
In the event that, for business reasons, Merck decides to divest part or all of its business through sale, merger or acquisition, to actual or prospective purchasers	Yes, based on written agreements that personal information will be protected appropriately in these circumstances.	Generally, no, except where required by local law.
With companies globally that provide services on our behalf and in accordance with our instructions (for example, to deliver specific information you have requested)	Yes, if the Purpose/business operation is supported by such a company. As a global company, we may work with companies around the world to provide services for or on our behalf, and we will require those companies to protect personal information in accordance with applicable laws, rules and regulations and Company privacy policies.	Generally, no. We have instituted policies, contractual and administrative mechanisms requiring protection of personal information by other companies that process personal information on our behalf globally. However, where local law provides a right for you to limit this sharing, we will comply with such requirements. In circumstances where our business operations are supported by other companies, such as a company that we contract with to mail the materials you request, you will not be able to limit this sharing and still receive the service.

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<p>To affiliates* within the Merck & Co., Inc. family of companies globally for everyday business purposes as described in this Privacy Notice</p> <p><i>*Affiliates are companies related by common ownership or control. Merck & Co., Inc. is an affiliate of Merck Canada Inc. and Intervet Canada Corp. Outside of the United States, affiliates of Merck & Co., Inc. generally operate under the names "MSD" or "Merck Sharp & Dohme"</i></p>	<p>Yes, as a global company, we share personal information between our Merck offices globally only as required for a specific Purpose. However, only those individuals with a legitimate business need to access personal information for these purposes are granted such access. For example, payment information will be available only to the local Merck or MSD office in your country and the USA group responsible for payments.</p>	<p>Generally, no. We have instituted policies, contractual and administrative mechanisms requiring protection of personal information across our business globally. However, where local law provides a right for you to limit this sharing, we will comply with such requirements.</p> <p>You may request that we not transfer personal information outside of your country, however, in most cases this will substantially limit the services we can provide to you. Where our computer servers, databases or processes are located in another country, in most cases we will be unable to fulfill such a request and still provide the service to you.</p>
<p>To other companies we collaborate with solely for activities related to products or services jointly offered or developed by Merck and that company.</p>	<p>Yes, based on written agreements in place between Merck and those companies; these agreements will require the protection of personal information in accordance with applicable law.</p>	<p>Yes. However, in most cases, this may prevent you from being able to participate in those activities or substantially limit the services we can provide to you.</p>

If you have questions regarding this Privacy Notice or the personal information Merck collects, uses and shares about you, or if you would like to access, update (such as change your professional credentials, add certifications or new areas of therapeutic involvement or research) in accordance with your rights under applicable laws, please contact us.

To contact the Merck Canada Inc. Privacy Office, write to:

Chief Privacy Officer
Merck Canada Inc.
16750 TransCanada Highway
Kirkland, Quebec H9H 4M7

Or e-mail at Canada_privacy@merck.com

To contact the Intervet Canada Corp. Privacy Office, write to:

Chief Privacy Officer
Intervet Canada Corp.
16750 TransCanada Highway
Kirkland, Quebec H9H 4M7

Or e-mail at Canada_privacy@merck.com

To contact the Privacy Office at Merck & Co., Inc., the parent company of Merck Canada Inc. and Intervet Canada Corp., write to:

Merck Privacy Office
Merck & Co., Inc.
2000 Galloping Hill Road
Kenilworth, NJ 07033 U.S.A.

Or e-mail at Merck_privacy_office@merck.com

Contact Us



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