

**INFORMATION NOTICE ON PERSONAL DATA IN THE CONTEXT OF THE MANAGEMENT OF MEDICAL INFORMATION AND PHARMACOVIGILANCE**  
**Merck Sharp and Dohme IDEA Middle East**

When you contact the Medical Information service of Merck Sharp & Dohme IDEA Middle East or one of its affiliates (“MSD”, “Company” or “we”), MSD processes personal data under this Privacy Notice and in accordance with applicable data protection legislation. For further information on how MSD processes your personal data other than in connection with MSD’s Medical Information service or for Pharmacovigilance, please refer to MSD’s Privacy Notice for Patients, Consumers and Caregivers.

MSD will collect your contact information of choice (email and/or phone) for the primary purpose of responding to your inquiry and eventually to ask you to refine the inquiry or to ask follow-up questions to any Adverse Event or Product Quality Complaint or other types of inquiries reported by you to fulfil our reporting obligations to authorities. We may also use your contact information in relation to our interaction, to collect feedback on the service provided (e.g. anonymous customer satisfaction survey). It is voluntary to participate in customer satisfaction surveys, and MSD will not remind you or contact you again.

In addition, MSD will save the information you provide to us, your medical inquiry, which channel you used to contact us through, what type of customer you are, which product and potentially the disease the question concerns. We will also log the response we provide to the inquiry. These data are collected for statistical purposes, for MSD to inform information gaps and future research needs and for MSD to be able to improve our communication and information about our products. We also save the information for quality assurance purposes on how we provide answers to different types of customers, the appropriateness of the response and that we follow all rules and regulations. The information will be stored by MSD for as long as is necessary for the above purposes.

The above information is collected to ensure high quality on our services and identifying information gaps and similar that we can address to improve patient safety.

If you report or if we identify you have experienced an adverse event or other event that we have to report to the medical authorities (for instance pregnancy while on one of our drugs) we will collect the adverse event itself and some more information that is mandatory for reporting (for instance gender and/or year of birth as well as product and which dose and formulation of our product that was used).

Preferably, we will collect as much complementary information as possible to better understand the circumstances where the event occurred, for instance which disease you are treated for, concomitant diseases and treatments – with the purpose of improving the safety knowledge around our products and being able to detect safety signals, general or for specific patient categories or batches of the product.

The information is collected based on compliance with a legal obligation to report adverse and other reportable events, and for the interest of public health. You decide how much data you choose to share with us. The service of responding to your inquiry will not be affected even though you chose not to share any data.

How do we collect your personal data?

MSD collects your personal data directly from you. For example, you will provide personal data to MSD when you contact the Medical Information service.

**INFORMATION NOTICE ON PERSONAL DATA IN THE CONTEXT OF THE MANAGEMENT OF MEDICAL INFORMATION AND PHARMACOVIGILANCE**  
**Merck Sharp and Dohme IDEA Middle East**

We may sometimes ask you to provide personal data to us on a mandatory basis. Where this is the case, we will inform you of this at the time of collection. Failure to provide any mandatory information that we request may mean that we are unable to proceed with your inquiry. For example, if you do not provide us with certain information that we request in relation to a product quality complaint, we may not be able to investigate the complaint.

Your personal data will be retained for as long as necessary to fulfill the purposes outlined in this privacy notice or as required by law. Information may be retained for longer if we have a legal or regulatory obligation.

Is data transferred or disclosed to third parties?

As MSD is a global corporation, your data may be shared internally to the units that process adverse event reports, product quality complaints and responds to medical information inquiries on a role-based basis and could be located anywhere in the world.

Your data may be transferred to and processed by third parties which perform services for MSD to enable these companies to perform the services requested by MSD.

Only the personal data that is necessary for the third party to fulfil the services will be provided to these companies. All third-party providers must follow our instructions and applicable written agreements that are in place between MSD and its third-party providers and must implement appropriate technical and organizational measures for the protection of the personal data.

Your data will also, if relevant, be reported to medical authorities in an anonymized format as required by law and for the interest of public health.

We will not disclose personal data to any other third parties unless required to do so under the Data Protection Law or other laws or in order to establish, exercise or defend legal claims.

Where is your data processed?

We primarily process personal data locally and on servers located in the United States. As such we need to transfer your information to a location outside of the United Arab Emirates (UAE). The level of information protection in countries outside the UAE may be lower than that offered within the UAE. Where this is the case, we will seek to implement appropriate measures to ensure that your personal data remains protected and secure (e.g., we may put in place a contract with the third party who is receiving your personal data that obliges them to provide the same level of protection as MSD is obliged to provide in the UAE). Where we are not able to implement appropriate measures to ensure that your personal data is protected and secure, we will only transfer your personal data where we have obtained your consent or another lawful basis allowing the transfer applies.

We may share your information among MSD affiliates and will do so in accordance with our Global Privacy Statement, Global Cross Border Privacy Policy, and our Binding Corporate Rules (which have been approved in the European Union). A copy of our Global Privacy Statement and Global Cross Border Privacy Policy can be found by visiting the following site: [www.msdprivacy.com](http://www.msdprivacy.com).

**INFORMATION NOTICE ON PERSONAL DATA IN THE CONTEXT OF THE MANAGEMENT OF MEDICAL  
INFORMATION AND PHARMACOVIGILANCE  
Merck Sharp and Dohme IDEA Middle East**

Your rights:

Depending upon where you are based, and where your medical information is sourced from, you will have specific rights in relation to that data

You have the right to request confirmation of whether or not MSD processes personal data about you and, if it does, to have access to the personal data which MSD processes about you. Moreover, you have the right to request that incorrect or incomplete personal data is corrected. If you do not wish to provide your personal data, the services provided by Medical Information at MSD will be unaffected to the extent possible.

For further information regarding these rights, or to enforce your rights, please contact us using the details below.

You have a right to lodge a complaint regarding how your information has been managed by us to relevant regulatory authorities. Which authority is relevant may depend upon where you are based, or where your medical information is sourced from. We will assist you in determining which is the relevant authority and their contact details. Please see the next section in this regard.

Contact us:

If you have any questions regarding this Privacy Notice or the personal data the Company collects, uses, and shares about you, or if you would like to change your communications preferences, please contact us using the contact details below.

Data Controller:

Merck Sharp and Dohme IDEA Middle East

Address:

4th floor, Al Faris Building No. 39,  
Dubai Healthcare City  
PO Box 2096, Dubai, UAE

Or email us at:

msdgulfprivacy@msd.com

To make a request to exercise any right you have in relation to your personal data, please contact us by:

- [Completing an online form](#) (preferred method); or
- By Calling us at +97144269100 or
- By Emailing us at [msdgulfprivacy@msd.com](mailto:msdgulfprivacy@msd.com)