

Privacy Notice for Patients, Consumers and Caregivers Merck Sharp and Dohme IDEA Middle East

Facts	<p>This Notice provides a comprehensive overview of the practices of Merck Sharp & Dohme IDEA Middle East and its affiliates ("MSD", "Company" or "we") with respect to the collection, use and disclosure of personal information about patients, consumers, and caregivers in the United Arab Emirates, Bahrain, Oman, Qatar and Kuwait.</p> <p>This Notice is not intended to replace other notices or consent requests provided by MSD to patients, consumers, and caregivers from time to time, including in relation to specific programs. Such other notices and consent requests should be read in conjunction with this Notice.</p>
Our Approach	<p>Our approach to privacy is fundamentally about trust. Consistent with our tradition of upholding high ethical standards across our business practices, we have demonstrated our commitment to privacy by establishing a global privacy program to support compliance with applicable privacy laws and standards for protecting personal information around the world. Please refer to msdprivacy.com to review our privacy statements.</p>
Why?	<p>We collect, use and share identifiable information ("personal information") about patients, consumers and caregivers as permitted by law in connection with our everyday business operations, including for the purposes of:</p> <ul style="list-style-type: none"> • product safety and product complaint reporting • dealing with communications made by you, your doctor or someone else on your behalf through our call centers or by postal mail or e-mail sent to us • patient assistance, prescription discount and reimbursement support programs • communicating information about diseases, products and services through our web sites, via e-mail, direct mail and other channels • health educational programs, publications and tools online and offline • business and marketing research • auditing our programs and resources for compliance and security purposes • as required or expressly authorized by laws applicable to our business globally <p>Many of the programs we operate require that you provide specific consent and/or authorization for the collection, use and disclosure of personal information about you at the time you choose to participate in the program. You may be asked to provide your consent and/or authorization by filling out a paper form, an online form, in a telephone discussion or by a text message.</p> <p>If you participate in a clinical study sponsored by MSD, personal information about you will be collected and shared within the Merck & Co., Inc. (Rahway, NJ, USA) family of companies globally as described in the consent and authorization forms you sign when you choose to participate in the study.</p>

Effective Date: 1st November 2024

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What?	<p>The types of personal information we collect, use and share depends on the nature of your interactions with MSD. This information can include, among other things:</p> <ul style="list-style-type: none"> contact information health information date of birth or age programs and activities in which you participated your communications preferences your health care provider information about where you fill prescriptions your insurance information information about your family members and other members of your household your hobbies and interests <p>The categories of health information that we may process about you include Current or history of disease / illness, medications, HCP name or contact information, a medical event / an adverse event, if applicable photographs, and samples</p>
Where?	<p>MSD collects your personal information from a variety of sources, but mainly directly from you. For example, you will provide personal information to MSD including name, age, email, phone number, Health / Medical information examples: Current or history of disease / illness, medications, HCP name or contact information, a medical event /an adverse event, if applicable photographs, and samples etc</p> <p>We will also collect some personal information from third party sources. These third-party sources include Medical Information service provider, health authorities and review boards and service providers such as vendors and laboratories.</p> <p>We may sometimes ask you to provide personal information 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 pursue or continue our arrangement with you. For example, if you do not provide us with certain health information that we request, we may not be able to allow you to participate in a clinical study.</p>
How?	<p>We may only use your information when we have a “lawful basis” to do so. We use different lawful basis depending on why we use your information (in other words, the “purpose” of our processing). The lawful basis for data processing encompasses various scenarios. Firstly, processing may be necessary to protect the public interest, which could include activities related to public safety, national security, or crime prevention. Second, if personal data has become publicly available through the actions of the data subject, processing of that data may be permissible. Third, data processing may be necessary for initiating or defending legal claims, protecting rights, or participating in legal or security proceedings. Moreover, processing may be necessary to safeguard public health, ensure the safety and quality of healthcare and medical products, or for archival, scientific, historical, or statistical purposes. Data processing can also be justified when protecting the interests of the data subject, or when performing contractual obligations. Furthermore, processing may be necessary to comply with other legal requirements imposed on controllers. Finally, any additional cases specified by the Executive Regulations of the respective Decree Law may also serve as a lawful basis for data processing.</p> <p>Your personal data will be retained for as long as necessary to fulfill the purposes</p>

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	<p>outlined in this privacy notice or as required by law. Information may be retained for longer if we have a legal or regulatory obligation.</p> <p>In the table below, we list the reasons that pharmaceutical companies like MSD typically may share personal information about patients, consumers and caregivers with third parties, the reasons that we share this information, and whether you can limit this sharing. We implement reasonable and appropriate security measures to protect personal information in accordance with its sensitivity from loss, misuse, and unauthorized access, disclosure, alteration or destruction.</p> <p>In addition, where we share your personal information with a third party in another jurisdiction, we ensure that the laws of the jurisdiction in which the third party is established provides an adequate level of protection for personal information; or we otherwise seek to implement appropriate measures to ensure that your personal information receives an adequate level of protection (e.g., we may put in place a contract with the third party that obliges them to provide the same level of protection as MSD is obliged to provide). Where the jurisdiction in which the third party is established does not provide an adequate level of protection and we are not able to implement measures to ensure your personal information receives an adequate level of protection, we will only transfer your personal information to the third party where we have obtained your express consent or another lawful basis allowing the transfer applies.</p>
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Reasons personal information about you could be shared	Do we share?	Can you limit this sharing?
To companies we collaborate with: to use for activities related to their own products and services	No, unless you provide your express (opt-in) permission for this sharing.	Yes
To companies that we do not collaborate with: to use to market to you	No, unless you provide your express (opt-in) permission for this sharing.	Yes
Reporting to governmental authorities (such as the [Dubai Health Authority])	Yes, for example, to report safety information about our products.	No
To parties in relevant legal proceedings and otherwise to the extent required or explicitly authorized by applicable law	Yes	No
In the event that for business reasons we decide to reorganize or 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.	No

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With companies globally that provide services for or on our behalf and solely in accordance with our instructions (for example, to deliver specific information you have requested)	Yes, if the service we provide is supported by another company. As a global company, we may work with companies around the world to provide services for or on our behalf.	No. If services we provide 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.
<p>To affiliates* within the Merck & Co., Inc. (Rahway, NJ, USA) family of companies globally for everyday business purposes as described in this Notice</p> <p><i>*Affiliates are companies related by common ownership or control</i></p> <p><i>Outside of the United States and Canada, affiliates of Merck & Co., Inc. (Rahway, NJ, USA) generally operate under the names "MSD" or "Merck Sharp & Dohme"</i></p>	<p>Yes, as a global company, we may share personal information across our offices globally for the purposes described in this Notice, however, only those individuals with a legitimate business need to access personal information for these purposes are granted such access.</p> <p>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.</p>	Yes, you may request this, but doing so will significantly limit the services we can provide to you. For example, if our computer servers are managed by an affiliate, we will not be to record and process the information necessary to provide the service to you.
To other companies we collaborate with solely for activities related to products and services jointly offered or developed by us and that company	Yes, based on written agreements in place between us and those companies.	Yes, if you specifically request to opt-out.

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<h3>Your Rights</h3>	<p>You have certain rights in relation to your personal information. These rights include the right to:</p> <ol style="list-style-type: none"> 1. request confirmation of whether or not we hold personal information about you; 2. request access to the personal information we hold about you; and 3. request the correction of personal information we hold about you where it is inaccurate or incomplete. <p>Please note that these rights are not absolute rights. The rights only apply in certain circumstances, and we have rights to refuse your requests in certain circumstances.</p> <p>If you wish to make a request to exercise your rights, please contact us using the contact details below.</p> <p>You have a right to lodge a complaint regarding how your information has been to 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.</p>
<h3>Contact Us</h3>	<p><u>General Communications:</u></p> <p>If you have any questions regarding this Notice or the personal information MSD collects, uses, and shares about you, or if you would like to change your communications preferences (such as to opt- out of receiving e-mail or direct marketing communications), please contact us using the contact details below.</p> <p>Data Controller: Merck Sharp and Dohme IDEA Middle East</p> <p>Address: 4th floor, Al Faris Building No. 39, Dubai Healthcare City PO Box 2096, Dubai, UAE</p> <p>Or email us at: msdgulfprivacy@msd.com</p> <p>To make a request to exercise any right you have in relation to your personal information, please contact us by:</p> <ul style="list-style-type: none"> • Completing this online form (preferred method); or • Calling us at +97144269100 or • Emailing us at msdgulfprivacy@msd.com