

DATA PROTECTION DECLARATION

YPSOMED DATA PROTECTION DECLARATION

The Ypsomed AG group of companies (**Ypsomed, we, our or us**) recognises the importance of privacy and data protection and understands your concerns about the security of the personal data you provide to us. You will be given an overview about which data we process in detail and how we use them as well as about your rights according to relevant data protection regulations. The type and scope of processing of your data depends on the relationship you have with Ypsomed, the jurisdiction you reside in, and whether and which services you make use of. It is therefore likely that not all parts of this information will be relevant for you in every situation but may apply at different times or to different situations.

Ypsomed comprises of business operations located and conducted worldwide. Details about Ypsomed can be located by accessing the "Ypsomed Group" dropdown box at the top of this website. Details about the privacy policies and practices for each of the Ypsomed companies in their relevant jurisdictions can also be located by accessing the "Ypsomed Websites" dropdown box of countries at the top of this website.

Responsible body

Ypsomed is headquartered in Switzerland.

The Responsible Body within the meaning of the EU General Data Protection Regulation (GDPR) and other relevant data protection regulations is

Ypsomed AG

Brunnmattstrasse 6

P.O. Box

3401 Burgdorf / Switzerland

Telephone +41 (0)34 424 41 11

E-mail: onlinecommunication@ypsomed.com

Website: www.ypsomed.com

Operator of the websites

Our Internet pages are operated by Ypsomed AG.

Privacy and Data Protection - Australia

The Ypsomed company in Australia is

Ypsomed Australia Pty Ltd

Suite 36.01, 201 Elizabeth Street

Sydney

NSW 2000

Australia

Telephone: 1800 447 042

E-mail: info@ypsomed.com.au

Fax: +61 2 8039 3554

You can reach our Data Protection Officer (commonly called a “Privacy Officer” in Australia) at the above postal address and at the following e-mail address: privacy@ypsomed.com.au.

If your personal data is collected in the course of doing business with our Australian entity, Ypsomed Australia, this Privacy Policy applies but is also supplemented by additional privacy and data protection legislative requirements applicable in Australia. Please read this Privacy Policy, and also the variations set out below .

INSERT ANNEXURE A AS + DROP DOWN BOX HERE

HOW ARE YOU AFFECTED BY THE PROCESSING OF YOUR PERSONAL DATA?

We will only collect personal data by lawful and fair means, in accordance with the requirements of applicable and relevant privacy and data protection legislation.

For specific information as to how you are affected by the processing of your personal data, please refer to the relevant sections below:

A. COOKIES

Analytical Tools and Online Marketing / Use of Cookies

On our websites we use state-of-the-art analytical methods and tools to understand visitor behaviour on our website. This information helps us to continuously develop our online offering and to highlight attractive, relevant information. For this purpose, we only receive and use data that are anonymized and do not allow any conclusions to be drawn about the identity of the visitors. For more information about which analytical services and technologies we use for such purposes, see Cookie Policy.

For our website to function properly, we place cookies on your device, which are temporarily stored on your hard drive. Cookies serve to adapt the offer on our website better to your interests or to generally improve the offer based on statistical analyses. We base this procedure on our legitimate interest. Please refer to our Cookies Policy which can be found here.

In the “Cookies” settings in the footer of our website you can find a list of cookies that we use on our website. By default, only the necessary cookies are activated. Via the Cookies settings you determine whether you allow the setting of additional cookies when visiting our website. You can adjust your preferences at any time via the Cookies settings.

Plugins to social networks

For plugins on social networks, we employ the “Shariff” solution on our website. Shariff is a program that prevents the automatic forwarding of your data to social networks. A contact between you and the social network is only established when you click on one of the social plug-in buttons. If you are already logged in to a social network, a pop-up window appears in which you can edit the text of the post or tweet. This way Shariff prevents you from leaving a digital trace on the visited page.

Newsletter Provider

Our e-mail marketing provider places cookies for anonymous statistical surveys. For the development of meaningful interest profiles, the provider obtains the consent of the visitor in advance. The statistical evaluation is performed by using hashing. This precludes the assignment of the information collected (tracking information and cookies) to a specific visitor. The data obtained can only be used for quantitative statistical analyses.

B. As a visitor to our websites

This section shows you how Ypsomed and, if applicable, group companies and service providers process personal data of website visitors.

Collection and use of personal data

Some personal data of Website visitors is collected automatically, while other personal data is provided to us directly by visitors.

We will only process your personal information for the following purposes:

- processing and answering your questions and enquiries;
- registration and sending of newsletters and media mailing lists you registered for;
- registration and maintenance of your user account;

- advertising and market and opinion research;
- statistical analyses to improve our internet pages. We use the collected data anonymized, however we reserve the right to subsequently check the server log files if there are concrete indications for illegal use;
- consents according to cookie banner and in so far as legally required (all declarations of consent that you have given Ypsomed for the processing of personal data can be revoked at any time without stating reasons);
- to tailor the offer on our website to the interests of the visitors or to improve the website in general on the basis of statistical evaluations;
- to maintain the security of our websites;
- to maintain customer satisfaction;
- to identify and correct errors or technical difficulties of our websites;
- to comply with legal and regulatory requirements.

Automatically collected personal data

Server log files

Our websites log all inquiries and accesses by visitors to our websites and automatically store this information as server log files. Server log files are used on an aggregated or anonymized basis to analyse and track how you interact with the website and to detect any errors in the function of the page.

The following information is logged in this way:

- the pages/website you visit
- the time you access the website
- amount of data sent in bytes;
- information about your computer or device (including its operating system, browser and browser version) and its location;
- how you arrived at the website;
- user data (if login to a user account);
- error message and source of error (if applicable); and
- IP address used (if necessary, and only in anonymized form);

User Account

Access to certain websites may be protected by a password. To gain access to such pages, you must first register and provide use with further details (e.g. occupation, therapy details, etc.) in connection with the desired service.

The data you provide us with will only be used for the registration and authentication of your person. If required by law, we will verify your information before providing you with access data.

The following information is logged in this way:

- Contact data: (name, first name, salutation, country, address, telephone number and email address)
- Health data (therapy data (e.g. type and status of therapy, type of diabetes, insulin pump used)
- Medical professionals (profession, employer)
- Profession, therapy details or your interest in certain topics

Personal Data Visitors provide us

At times, you may provide us with your personal information in order to

- subscribe to our newsletter, media mailing lists,
- when you utilize the contact form on the websites, or
- when you register for a user account. Access to some websites may be password protected.

For such services we collect your name and e-mail address. In connection with the requested service, we may collect further information such as profession, therapy details or your interest in certain topics.

We use the information about your profession and the therapy data to display the content intended for you. If required by law, we will verify your details before sending you the access data.

Duration of Data Storage

When your personal information is no longer needed by Ypsomed for the purposes described in this Policy, or legally permissible reasons, we will securely delete or anonymize your personal information in accordance with our Data Retention policy and procedures. Ypsomed is subject to various legal retention and documentation obligations, therefore

we may continue to retain visitors' personal data for a certain period of time even after they have left the website or terminated their user accounts.

- The log files of the web and mail servers are irrevocably deleted after 7 days.
- The data of your enquiries are deleted as soon as they are no longer required for the purpose of their processing. This is the case in the context of your enquiries when the relevant facts have been conclusively clarified, unless contractual or legal obligations preclude deletion.
- Your newsletter profile will be deleted as soon as you have unsubscribed from all newsletters or you expressly request deletion via our contact form.
- We will delete your data on the web server as soon as you cancel your user account, unless there are contractual or legal obligations to the contrary.

Contact Form and Service Hotline

For your questions and concerns you can contact us via a contact form or by telephone. We use your information to process your enquiry or request.

The following information would be logged in this way:

- Contact details (name, first name, salutation, country, address, telephone number and email address).
- Enquiry data: (content of the request and the answer, date and time of the request or call)

C. As buyer of our products as well as interested parties:

This section sets out how Ypsomed, and, if applicable, group companies and service providers process personal data of buyers and consumers of Ypsomed's products.

Collection and Use of Personal Data

We process personal data which we receive directly from you, or which is transmitted to us by third parties (e.g. the healthcare professional, the treating physician, nursing facility, diabetes clinic) for the purpose of fulfilling the contract or on the basis of your express or inferred consent, including the following data categories:

- enquiry data: content of the request made, as well as the answer;
- contact data (name, first name, salutation, date of birth, address, telephone number and email address),
- ordering data (shipping and billing address, quantity, product, health insurance fund, social security number),
- health data (scan of the physician's prescription, type of care (initial/follow up care),
- therapy data (e.g. type and status of therapy, type of diabetes, insulin pump used),
- data of the medical institution (name and address, contact person, position in the company, telephone and fax numbers and email address),
- legal guardian (additionally for minors declaration of consent of the legal guardian, name of the legal guardian),
- communication and enquiry data (content of the request as well as the answer),
- marketing data (consent to receive advertising or other information, existing newsletter subscription, participation in surveys, response to marketing campaigns),
- credit rating data (information on payment behaviour, information from credit agencies, dunning status),
- in the case of legal support, persons in need of care (if applicable) information on the caregiver, nursing facilities, declaration of consent of the legal guardian/nursing facility. .
- Marketing data: consent to receive advertising or other information, existing newsletter subscription, participation in surveys, response to marketing campaigns.

We process your personal data only for the following purposes:

- Contract negotiations, fulfilment of (pre)contractual obligations and contract conclusion (e.g. of sale and purchase agreements)
- Acceptance and execution of orders for diabetes requirements, other products, and materials from our product range.
- Management of events including administration of participation and mailing of invitations.
- Processing and answering of contract-related enquiries.
- Processing of billing with the health insurance companies
- Assertion and defense of our legal claims and rights.
- Review and optimization of direct marketing campaigns and other methods for directly addressing customers. To this purpose we analyse the response behaviour of our customers without person-related results

- Documentation of enquiries and their answers;
- Determination of credit risks with regard to first-time buyers and/or where we have advance outlay;
- For traceability of medical devices for potential product information or recalls, documentation on the route of medical devices from the manufacturer to their handover to the end user.
- Technical instruction in the handling of our medical products.
- Data transmission to statutory health insurance funds.
- Reporting of complaints, issues, concerns and adverse affects to regulatory bodies, including the Therapeutic Goods Administration
- Insofar as you have given Ypsomed consent to the processing of your personal data for specific purposes, the lawfulness of this processing is given on the basis of your consent. You can revoke your given consent at any time. We conduct advertising as well as marketing and opinion research exclusively on the basis of your consent.

Sensitive Information

We process your sensitive information (e.g. health data, therapy data and as defined under the applicable Privacy Legislation) within the context of your supplies for diabetes care or beyond, with your consent, e.g. for demand-oriented and interest-oriented advertising, as well as for the exercise or defense of legal claims.

Duration of Processing / Data Storage

Insofar as necessary, Ypsomed processes and stores personal data for the duration of the business relationship, which also includes the initiation, processing, and termination of a contract.

Furthermore, Ypsomed is subject to various legal storage and documentation obligations. In the context of these time limits we continue to store your data even after termination of the business relationship for as long as is required by law.

Irrespective of these legal storage and documentation obligations, we will store your contact and marketing data up to a maximum of three years after your last contact with us, unless you object to the use of your data beforehand.

D. As a business partner and medical professional

This section sets out how Ypsomed and, if applicable, group companies and service providers process personal data of persons who are associated with us as a contact person in a business relationship or who participate in our events.

Collection and Use of Personal Data

We process data from our business partners (e.g. wholesalers, diabetes specialists, pharmacies, clinics, nursing facilities, suppliers and service providers and other cooperation partners) as well as from medical institutions (e.g. specialist practices or clinics) for the fulfilment of our contractual obligations or, if applicable, for marketing purposes.

In this context, we also collect the names and business contact details of employees, physicians, doctors and medical professionals who are associated with us as a contact person or who participate in our events. The personal data are provided to us either by the respective medical institution, a cooperation partner or directly by the contact persons.

The following data are affected:

- Contact details (company, registered office, website, telephone number, name of contact person(s), position in the company, telephone/fax number, email address)
- Marketing data (consent to receive advertising or other information, existing newsletter subscription, participation in surveys, response to marketing campaigns)
- Enquiry data (content of the request as well as the answer and other information on the co-operation)
- Information on participation in events: (type, time and place of the event, confirmation of participation, employer's consent, CME credits)
- Ordering data; (shipping and billing address, quantity, product)
- Contract data (conclusion of contract, information on performance (e.g. demonstration pumps, lecture services, booked event), basis for calculation)
- In addition for business partners:
 - o Contract data (sales figures for our products, discount levels, amount of bonus payments and promotional cost subsidies)
 - o Credit rating data (information on payment behaviour, information from credit agencies, dunning status, assessment of default risk)

We collect and process personal data for the purposes listed below:

- Contract negotiations, fulfilment of (pre)contractual obligations and contract conclusion (e.g. of cooperation agreements for distributions purposes)
- Acceptance and execution of orders for diabetes requirements, other products and materials from our product range. A more detailed description for the purpose of data processing can be found in the contract and other documents and the contained data protection information
- Management of events including administration of participation and mailing of invitations and confirmation of participation;
- Processing and answering of contract-related enquiries
- Documentation of enquiries and their answers;
- Assertion and defence of our legal claims and rights
- Determination of credit risks of our business partners with regard to first-time buyers or where we have advance outlay. (only for business partners)
- Insofar as you have given Ypsomed consent to the processing of your data for specific purposes, the lawfulness of this processing is given on the basis of your consent. You can revoke your given consent at any time. For example, Ypsomed performs the following data processing operations on the basis of your consent:
 - o Advertising or market and opinion research
 - o Preparation and publication of photo of events
- For the purpose of traceability of medical devices for potential product information or recalls: documentation on the route of medical devices from the manufacturer to their handover to the end user.
- For the purpose of fighting corruption in health care: documentation on the provision of rental equipment and sample materials for training and demonstration purposes for medical institutions; documentation on the organization of events and retention of permits for participation.

Duration of data processing and storage

Insofar as necessary, Ypsomed processes and stores personal data for as long as the data subject is in contact with us as a contact person, but at the longest for the duration of the business relationship, which, for example, also include the initiation, processing and termination of a contract.

Furthermore, Ypsomed is subject to various legal storage and documentation obligations. In the context of these time limits we continue to store your data even after termination of the business relationship.

E. As an applicant for vacant positions

This section sets out how Ypsomed and, if applicable, group companies and service providers process personal data of persons in the application process.

Collection and Use of Personal Data

Application via website online portal

If you apply for one of our job vacancies via the online application form, your application documents will be sent via a secure connection to Ypsomed's Human Resources department referred to in any of our recruitment notices. The web server itself does not store any personal data or application documents from the web form.

Application by e-mail or regular mail

You can also send your application documents directly by e-mail or regular mail. To do this, use the email or postal address specified in the our recruitment notice. Please note that transmission by e-mail is not encrypted and that your data may under certain circumstances be viewed by third parties.

Data from third parties

If you have applied for a job with us on the application portal of our parent company, Ypsomed AG, based in Switzerland, we will receive your application data and the documents provided from Ypsomed AG. We may also work with recruitment agencies and temporary employment agencies from whom we may receive applicant data. When we receive an application, we also process data from publicly accessible sources (e.g. professional networks on the internet) or from other sources from which further information is legitimately transmitted to us (e.g. police clearance certificates from the Federal or State-based police services, Visa checks and fitness for work checks, etc.).

We exclusively use the transferred data for the application process for the position for which you are applying, unless you have given consent to the contrary. The following data are affected by processing:

- Contact details (name, first name salutation, date of birth, address, telephone number and email address, marital status, passport photo)
- Data on qualifications (curriculum vitae, certificates, covering letter, diplomas, reference information (with the consent of the person concerned))
- Financial data (bank details (reimbursement of travel expenses), salary expectations)

How personal data is processed

Without your consent, your personal data submitted to us, will be used exclusively for the application process for the positions for which you are applying, including considering and handling your application.

The following data categories are affected by processing: your contact data, data on qualification, reference information, financial data, and other data you provide to us.

We process these for the purposes listed below:

- Contract negotiations, fulfilment of (pre)contractual obligations and contract conclusion (e.g. of employment contract)
- review and assessment of the documents submitted,
- forwarding the documents to the potential supervisors of the relevant department,
- inviting you to an interview, and employment if applicable, or
- sending you a rejection letter if applicable.

We will only process other data voluntarily provided by you (including data worthy of special protection) with your express consent, which you give us in the course of the application procedure.

Insofar as we process health data as part of the application process, we only use this data to assess your working capacity and suitability for the advertised position.

We will only process the data you provide to us for other purposes if you have given your consent to do so. This also includes your consent to consider your candidature for further vacancies. You can revoke the consent you have given at any time without giving reasons.

Duration of Storage Unless you have given consent to be considered for other vacancies, your personal data will be stored for a maximum of 6 months. For application documents this retention period shall commence

- after rejection or acceptance of your candidacy for a position, and
- for your data on the candidate profile, after the last login to your account.

After the deletion of your personal data, some anonymous data may be kept for documentation and statistical purposes.

Should an employment relationship be established, Ypsomed shall store your personal data for the duration of the employment relationship as well as beyond in accordance with the applicable statutory retention periods.

If you have given us consent for the processing of specific data and revoke this consent, we will immediately delete the data collected for this purpose.

F. Data Processing on Social Media

This section sets out how Ypsomed and, if applicable, group companies and service providers process your personal data when you visit ours or our groups social media pages.

Collection and Use of Personal Data

We operate the following local social media pages:

- Facebook:
- Instagram:
- LinkedIn: <https://www.linkedin.com/company/ypsomed-australia-pty-ltd/about/>

In addition, our headquarter in Switzerland Ypsomed AG operates the following social media pages:

- Facebook: Ypsomed und mylifediabetescare
- Instagram: Ypsomed und mylifediabetescare
- Twitter: Ypsomed und mylifediabetescare
- YouTube: Ypsomed und mylifediabetescare
- LinkedIn: Ypsomed

You can find the contact details in the imprint on our website.

In addition to us and Ypsomed AG, the respective operator of the social media platform is also responsible for the processing of your personal data. Insofar as we and Ypsomed AG can do so, we observe and require that the operator of the social media platform processes your data in accordance with the applicable data protection laws. Please refer to the data protection statements of the social media platform concerned in each case.

- - Facebook, Instagram: [Privacy Policy](#) und [Information about Page Insights](#)
- - LinkedIn: [Privacy Policy](#) und [Page Insights Joint Controller Addendum](#)
- - X: [X Privacy Policy](#)
- - Youtube: [Privacy & Terms](#)
- - Snapchat: [Privacy Principles](#)
- - TikTok: [Privacy Policy](#)

Data processing by Ypsomed and Ypsomed AG

Interaction on our social media pages

Data that you enter on our social media pages, such as usernames, comments, videos, pictures, likes, public messages, etc. are published via the social media platform. We share content that you publish on our site if the social media platform offers this function. Where appropriate, we also communicate with you via the social media platform. We do not process this data for other purposes but reserve the right to delete content if we consider it necessary.

Please note that communication via social media platforms is not secure. Depending on the content of your enquiry, we refer you to other, secure communication channels that guarantee confidentiality. These are, for example, enquiries via our contact form or to the address or e-mail address stated in the imprint. You are responsible for the choice of communication channel.

We process the data on social media platforms in our legitimate interest to conduct public relations for our company and to communicate with you.

Statistics based on usage

Some social media platforms create statistics based on usage data that contain information about the interaction of visitors to our social media site. We can only influence the implementation of these (anonymous) statistics and how they are made available to us to a limited extent and cannot completely prevent them. However, Ypsomed will not use any optional statistics of the social media platforms.

We process the information from these statistics with the legitimate interest to validate the use of our social media pages and to improve our content oriented to target groups.

Advertising

We occasionally use our social media platforms to play out targeted advertising. For this purpose, we use target groups that are provided to us by the social media provider. We only use anonymous target groups - i.e. define general characteristics such as demographic information, behavior and interests (e.g. videos of Ypsomed were viewed), or on the basis of information on region and profession. We do not pass on any personal data to the operator of the social media platform within the scope of the target groups.

The operator of the social media platform uses such characteristics to play out the advertisements to the corresponding users of its platform. The operator of the social media platform is responsible for this processing of the data. The legal basis for this is the consent that you may have given to the operator of the social media platform. If you wish to revoke this consent, please use the revocation options provided by the operator of the social media platform.

From time to time, we or the operator of the social media platform also use publicly available data for targeting. We have an interest in addressing the appropriate target group for our advertising so that our advertisements do not have a harassing effect. We never use sensitive categories of personal data, such as health data, sexual orientation, or political interest, to define target groups.

Duration of Storage

We delete your personal data when they are no longer required for the aforementioned processing purposes and no statutory retention obligations prevent deletion.

Data processing by the operator of social media platform

The operator of the social media platform uses web tracking methods. Web tracking may also occur regardless of whether you are logged in or registered with the social media platform.

We would like to point out that the provider of the social media platform may use your profile and behavioral data, for example to evaluate your habits, personal relationships, preferences, etc. We have no influence on the processing of your data by the operator of the social media platform. You use the social media platform at your own responsibility.

For more information on data processing by the operator of the social media platform, configuration options to protect your privacy, as well as further objection options and, if available and concluded, the shared responsibility agreement, please refer to the privacy policy of the operator.

Your rights

You have the possibility to assert your rights against us as well as against the operator of the social media platform, as far as the legal requirements are given.

Share buttons on social media platforms

Our websites may contain share buttons for various social media platforms. These allow our visitors to share the content of our websites on a social media platform. However, a contact between you and the social media platform is only established when you click on one of the share buttons. Please note that the social media platforms collect personal data as soon as you have established a connection to the social media platform by clicking on the share button. For more information on how the social networking platforms process personal data, please refer to the privacy notices of the social media platforms.

G. As a user of our apps

This section shows you how Ypsomed and, if applicable, group companies and service providers process personal data of our app users.

Collection and use of personal data

We may collect your personal information for the following purposes:

- Processing and answering your questions and enquiries in relation to the app;
- Registration and maintenance of your user account;
- Advertising and market and opinion research;
- to maintain the security of the app;
- to maintain customer satisfaction;
- to identify and correct errors or technical difficulties of our app;
- to share your personal information with other providers whose goods connect to our app;
- to comply with legal and regulatory requirements.

The personal data we may collect from you in relation to use of our apps, includes:

- Contact details (name, first name salutation, date of birth, address, telephone number and email address, marital status)
- Sensitive/health information
- Payment details (if applicable)

RECIPIENT OF DATA

Within Ypsomed, those departments and persons who require personal data to fulfil Ypsomed's contractual and legal obligations are given access to these. Furthermore, service providers and contract processors used by Ypsomed may also receive data for these purposes. This applies in particular to companies for IT services (such as hosting or SAAS solutions), payment service providers, logistics, printing services, telecommunications, advisory services and consulting as well as sales and marketing.

Ypsomed only passes on data to recipients outside Ypsomed if this is required by law or the contractual services or if you have consented to the transfer. The contract processors used by us are obliged to comply with data protection standards.

Under these conditions, the following recipients may, for example, receive personal data:

- us, the parent company, Ypsomed AG, based in Switzerland, on whose servers the databases are located;
- the application management tool of WESTPRESS GmbH & Co. KG, Hamm, which is used by us;

- the parcel delivery services / logistics service providers commissioned by us;
- printers, letter shops;
- statutory health insurance companies;
- public bodies (e.g. authorities), associations and institutions;
- third parties involved by us in fulfilling the contract or processing the order (e.g. cooperation partners, group companies);
- third parties involved in the functioning of our apps;
- third parties whose services are linked to our apps;
- contract processors for hosting, SAAS solutions and newsletter providers as well as Google services;
- banks and credit card companies for processing payment;
- credit agencies (creditworthiness queries vis-à-vis business partners);
- buying groups;
- associations / institutions (for the application and proof of CME credits);
- employers in case of participation in events (passing on certificates for the purpose of proving further education and training measures).

Data transfer to a third country

Ypsomed transfers data to third countries (i.e. countries outside the European Economic Area - EEA) insofar as this is necessary or legally required for the execution of the order. To do this, Ypsomed will first obtain your consent or the required obligations or guarantees for compliance with data protection.

The contract processors used in a third country are contractually obliged by Ypsomed to comply with the EU data protection level and the instructions issued by us. Ypsomed will inform you separately about the details if required by law.

Ypsomed AG is headquartered in Switzerland. According to the EU Commission, Switzerland is a country that offers an adequate level of protection (adequacy decision according to Art. 45 GDPR of 26.7.2000, 2000/518/EC).

Obligation to provide data

Insofar as you receive goods from our product range or wish to make use of other services and offers, you must provide us with those personal data which are necessary for the establishment, performance and termination of the business relationship or which we are legally obliged to collect and store. Without providing these data, Ypsomed will not be able to conclude or execute the desired contract with you. Existing business relationships may possibly be terminated.

In the case of a job application, you must provide certain personal data. These data are necessary for us to be able to assess whether you are suitable for the position in question. Without this information, Ypsomed will not be able to consider you for the application procedure.

Automated Decision Making

Ypsomed does not use any procedures to make automated decisions about business transactions or other relationships between you and Ypsomed.

Your Rights

If you are located in the European Union, your rights under the GDPR are listed below. Please note that if you are outside the EU your privacy rights may be different and you should refer to the relevant annexure of this Data Protection Policy.

Right to information (Art. 15 GDPR)

You may demand information at any time as to whether and which personal data Ypsomed processes from you and for what purpose.

Right to correction of data (Art. 16 GDPR)

You may demand that your data be corrected or completed.

Right to deletion (Art. 17 GDPR)

You may demand the deletion of your data if we do not have to store the data for the fulfilment of a legal obligation (e.g. tax or commercial storage obligations), for reasons of public interest or for the assertion, exercise or defence of legal claims.

Right to limitation of processing (Art. 18 GDPR)

You have the right to demand the limitation of the processing of your personal data, provided that the legal requirements are met.

Right of data on demand (Art. 20 GDPR)

Personal data that you have provided to us may be requested in a structured, common and machine-readable format or transferred to another responsible person.

Right of complaint (Art. 77 GDPR)

You can complain to the Data Protection Authority at your place of residence or work or to our registered office if you have any doubts that your data are not being processed in accordance with the law.

Revocation of consent to data processing (Art. 7 Sec. 3 GDPR)

All declarations of consent that you have given Ypsomed for the processing of personal data can be revoked at any time without stating reasons. The processing of the data remains legal up to revocation of the consent.

Right of objection under Art. 21 GDPR

Right of objection in individual cases

You have the right to object at any time to the processing of your personal data which we perform on the basis of a public interest or on the basis of our legitimate interests. In order to object, you must state reasons which result from your particular situation and make the processing of your data unreasonable - unlike for the other affected persons.

If you file a justified objection, we will no longer process your personal data unless we can prove compelling reasons for processing worthy of protection which outweigh your interests, rights and freedoms, or the processing serves the assertion, exercise or defence of legal claims.

Right to object to the processing of data for promotional purposes

In individual cases, Ypsomed may - without your express consent - use direct advertising. You have the right to object at any time to the processing of your personal data for this purpose.

If you object to the processing for the purpose of direct marketing, Ypsomed will no longer process your personal data for this purpose.

You can send the objection form-free to the addresses specified in Section 1 for the desired channels.

Data Retention

When your personal information is no longer needed by Ypsomed for the purposes described in this Policy, or legally permissible reasons, we will securely delete or anonymize your personal information. Ypsomed processes and stores personal data for the duration of the business relationship, which also includes the initiation, processing and termination of a contract. Ypsomed is subject to various legal retention and documentation obligations, therefore we may continue to retain personal data for a certain period of time even after they have left the website or terminated their relationship with us.

Some of our retention periods are detailed below:

- The log files of the web and mail servers are irrevocably deleted after 7 days.
- The data of your enquiries are deleted as soon as they are no longer required for the purpose of their processing. This is the case in the context of your enquiries when the relevant facts have been conclusively clarified, unless contractual or legal obligations preclude deletion.
- Your newsletter profile will be deleted as soon as you have unsubscribed from all newsletters or you expressly request deletion via our contact form.
- We will delete your data on the web server as soon as you cancel your user account, unless there are contractual or legal obligations to the contrary.
- we will store your contact and marketing data up to a maximum of three years after your last contact with us, unless you object to the use of your data beforehand.
- Unless you have given consent to be considered for other vacancies, your personal data will be stored for a maximum of 6 months after submitting a job application. For application documents this retention period shall commence
 - after rejection or acceptance of your candidacy for a position, and
 - for your data on the candidate profile, after the last login to your account.
- After the deletion of your personal data, some anonymous data may be kept for documentation and statistical purposes.
- Should an employment relationship be established, Ypsomed shall store your personal data for the duration of the employment relationship as well as beyond in accordance with the applicable statutory retention periods.

- If you have given us consent for the processing of specific data and revoke this consent, we will immediately delete the data collected for this purpose subject to applicable privacy laws.

Links

The Ypsomed website may contain links to external sites. If you use such a link, please note that this Data Protection Declaration is no longer valid for the external site and that Ypsomed does not monitor these sites. Please refer to the external website for information on the data protection conditions applicable there.

Changes to the Data Protection Policy

The contents of this Data Protection Policy must be amended from time to time in order to comply with legal requirements or to implement changes to our services and offers contained in the Data Protection Policy. We reserve the right to change this Policy at any time. You will always find the current version here. Please consult the Data Protection Policy regularly when you visit our website or engage our services.

This Policy was last updated in April 2025.

Annexure A - Application of Australian Privacy Legislation

Ypsomed Australia Pty Ltd (**Ypsomed Australia, us, we or our**) recognises the importance of privacy and understands your concerns about the security of the personal and/or health data you provide us.

If you are outside of the European Economic Area and are not covered by the General Data Protection Regulations (**GDPR**), or are in the course of doing business with Ypsomed Australia, and you are a resident of Australia, then the *Privacy Act 1988* (Cth), including the Australian Privacy Principles (**APPs**) and applicable state-based legislation including those relating to health records and the *Therapeutic Goods Act 1989* (Cth) (**Privacy Legislation**) may apply to you.

Ypsomed Australia comply with the Privacy Legislation. We may also share your personal data with the relevant Australian governing bodies such as the Therapeutic Goods Administration.

The Privacy Legislation details how personal and health data may be collected, used, disclosed, stored and destroyed, and how a data subject may gain access to or make complaints about the personal and/or health data held about them.

Definitions

The definition of “personal and/or health data” that has been used in this Data Protection Policy may be different to, or supplemented by, the definition under the Privacy Legislation.

Personal Information / Personal Data - under the Privacy Legislation means information and/or an opinion (including information or opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual who is identifiable, whose identity is apparent, or whose identity can reasonably be ascertained, from the information or opinion.

Sensitive Information / Sensitive Data - under the Privacy Legislation is a subset of personal information, including information or an opinion about (for example) an individual's racial or ethnic origin, political opinions, political association membership, religious beliefs or affiliations, philosophical beliefs, professional or trade association membership, trade union membership, sexual orientation or practices or criminal record, and includes health information and genetic information.

Health Information / Health Data - generally includes information or an opinion about an individual's health or disability, the health services provided or to be provided to them, their expressed wishes for the provision of future health services, personal information collected to provide a health service, personal information collected in connection with organ and body part donation, and predictive genetic information.

Your Rights Under Australian Privacy Legislation

If the Privacy Legislation applies to you, you have a range of different data protection rights to those set out in the main body of this Data Protection Policy. We have summarised those rights below, and you can find further information on the website of the Office of the Australian Information Commissioner.

Right to remain anonymous or use a pseudonym

You have the option of not identifying yourself or of using a pseudonym when dealing with us, unless the use of your true identity is a legal requirement or necessary to complete the enquiry or transaction. For example, we require your true identity in order to provide you with our goods and process payments.

If you do not provide your personal and/or health data we may not be able to fully perform our functions and activities. We will notify you when your personal and/or health data is required for full performance of our activities.

Right to access and correction of personal/health data

We have procedures in place for dealing with and responding to requests for access to, and correction of, the personal and/or health data held about you.

When you request access to the personal and/or health data we hold about you, or request that we change that personal and/or health data, we will allow access or make the changes unless we consider that there is a sound reason under the Privacy Legislation or other relevant law to withhold the information and/or not make the changes.

In most cases, we expect that we will be able to comply with your request. However, if we do not agree to provide you access or to correct the information as requested, we will give you written reasons why. For further information, please contact us.

We will provide you with written notice if we refuse to correct the personal and/or health data as requested by you. The written notice will set out:

- the reason for refusal (unless this would be unreasonable);
- the mechanisms available to complain about the refusal; and
- any other matter prescribed by the Privacy Legislation

We will respond to a correction request within a reasonable period. We will not charge for making the request, for correcting the information, or for associating any statement with the personal and/or health information.

To assist us to keep our records up-to-date, please notify us of any changes to your personal and/or health data.

Right to Complain

We have procedures in place for dealing with complaints and concerns about our practices in relation to the Privacy Legislation. We will respond to your complaint in accordance with the relevant Privacy Legislation. For further information please contact us.

If we are unable to resolve your privacy complaint, you have other options to escalate your complaint, depending on the personal and/or health data involved. This includes lodging a complaint with the Australian Information Privacy Commissioner here <https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>.

Overseas Disclosure

We may share some of your personal and/or health data overseas in accordance with this Data Protection Policy. For example, we may share your personal information with other companies in the Ypsomed Group such as those based in Switzerland.....

Direct Marketing

In individual cases, Ypsomed may - without your express consent - use direct marketing. Where we use your personal data for marketing and promotional communications, you can opt out at any time by notifying us. Opt-out procedures are also included in our marketing communications.

Australian Privacy Contact

Ypsomed Australia Pty Ltd

602/20 Bungan St

Mona Vale

NSW 2103

Australia

Telephone: 1800 447042

E-mail: info@ypsomed.com.au

You can reach our Data Protection Officer at the above postal address and at the following e-mail address privacy@ypsomed.com.au.

The contents of this Data Protection Declaration may be amended from time to time in order to comply with legal requirements or to implement changes to our services and offers contained in the Data Protection Declaration. We reserve the right to change these at any time. You will always find the current version here. Please consult the Data Protection Declaration regularly when you visit our website.

(Status: April 2025)