

CellChain Website Privacy Policy

Thank you for your trust in **Novartis Saudi Ltd.**, having its registered office at Al Building no. 7892, Secondary No. 2274, West Umm Al Hamam District,, Postal Code 12329, Riyadh, **Kingdom of Saudi Arabia**, is responsible for the processing of personal data as it decides why and how it is processed, thereby acting as the “data controller”.

This Privacy Policy describes how we use and disclose the information we collect from you about you through our CellChain website when you use the website to order KYMRIA^H for your patients /patients treated at your health care institution (“On Line Ordering”) and the choices you have about how we use that information.

By using this website, you consent to the collection and use of information as set forth in this Privacy Policy.

1. What Information Do We Collect?

When you use the On Line Ordering, we collect the Personal Data that you provide to us about you and Personal Data about your use of the website. In this Privacy Policy, “Personal Data” means information that can be used to identify you, such as your name, email address and phone number.

The types of Personal Data we collect will be based on the specific website function that you use. For instance:

- When you create an online account, we will collect your name, work email address, work address, and phone number.
- If you sign up for KYMRIA^H patient order notification emails, we will collect the email address you provide to receive these alerts.

We also collect Personal Data about your use of the On Line Ordering, such as pages visited, IP address from where you visit, and when you login. For more information about how we collect this information, please see “Data Collection Technologies” below.

Please note that the above Personal Data which is collected about your use of the On Line Ordering is based on your voluntary use of the website and its functions. We will only use personal data in line with the purposes indicated below.

If you fail to provide any or some of the personal data required, we foresee that the third party you work for will not be able to fulfil contractual obligations with respect to services contract and for complying with legal and regulatory obligations wholly.

2. How Do We Use Your Personal Data?

Generally, the Personal Data that we collect is used to support the processing and tracking of patient biomaterial that is created and supplied in order for Novartis to manufacture the patient specific KYMRIA^H dose. We may also use the information we collect in the following ways:

- To operate (including giving you access) the On Line Ordering platform and support our business activities related to KYMRIA^H;
- To evaluate the effectiveness of the On Line Ordering;

- To conduct audits of the system and your use;
- To establish a log of data entries and verifications related to each product order;
- To preserve Novartis' economic interest and ensure compliance and reporting (such as complying with our policies and local legal requirements, tax and deductions, managing alleged cases of misconduct or fraud and acquisition involving our company)
- To monitor and prevent of fraud, infringement, and other potential misuse of the On Line Ordering; and
- Any other purposes imposed by law and authorities such as adverse event reporting
- For other internal business purposes.

We will not process your personal data if we do not have a proper justification foreseen in the law for that purpose. Therefore, we will only process your personal data if:

- *the processing is necessary to perform our contractual obligations towards you/ the institution you represent*
- *the processing is necessary to protect your vital interest or those of another person and does not unduly affect your interests or fundamental rights and freedoms.*
- *the processing is necessary to achieve a definite interest and is not possible to contact with you.*

We may combine, aggregate, or anonymize any of the Personal Data we collect about you with information from any other online or offline sources. If such information can be used to identify you, we will treat such information as Personal Data in accordance with this Privacy Notice.

We will not use your Personal Data to send you promotional emails or other marketing materials.

3. When and to Whom Do We Disclose Your Personal Data?

Personal Data we collect from you and about you may be disclosed to the following categories of recipient inside or outside your country:

- To our subsidiaries and affiliates within the Novartis Global Group for the purposes described in this Privacy Notice;
- To our service providers who act for or on our behalf for further processing in accordance with the purposes described above.

The above parties are contractually obliged to protect the confidentiality and security of your personal information, in compliance with applicable local law. In this regard, the parties agreed not to sell, disclose your Personal Data to third parties except as may be required by law, permitted by us or as stated under this Privacy Notice.

Please note that our service providers may be located in countries or territories other than your country of residence. Personal Data we collect from you may therefore be processed, accessed or stored in a country outside of your country of residence, which may not offer the same level of data protection as the country in which you reside.

If we transfer your personal data to external companies in other jurisdictions, we will make sure to protect your personal data by (i) applying the level of protection required under the local data protection laws applicable to Novartis, and (ii) acting in accordance with our policies and standards. We have implemented

appropriate technical and organizational measures to provide an adequate level of security and confidentiality to your personal data.

For intra-group transfers of personal data to our group companies, the Novartis Group has adopted Binding Corporate Rules, a system of principles, rules and tools, provided by European law, in an effort to ensure effective levels of data protection relating to transfers of personal data outside the EEA and Switzerland. Read more about the Novartis Binding Corporate Rules by clicking here <https://www.novartis.com/privacy-policy/novartis-binding-corporate-rules-bcr>

4. Data Collection Technologies

We do not currently respond to web browser "do not track" signals or other mechanisms that provide a method to opt out of the collection of information across websites or other online services.

5. Your Choices

When we process your Personal Data, we take reasonable steps to ensure that it is kept accurate and up to date for the purposes for which it was collected. You have the right to be informed about your Personal Data, to request access to, to request the modification, to request the erasure, to withdraw your consent at any time without affecting the lawfulness of the processing before such withdrawal of your Personal Data.

If you wish to contact us with such a request or a question regarding our use of your Personal Data, write to our local Country Data Privacy Officer at dataprivacy.saudi@novartis.com or call MyKYMRIAH ® at 8008500774.

6. Information Retention and Security

We will only retain your personal information for as long as necessary to fulfil the purpose for which it was collected or to comply with legal or regulatory requirements. We have implemented appropriate technical and organizational measures to provide an adequate level of security and confidentiality to your personal information.

The purpose thereof is to protect it against accidental or unlawful destruction or alteration, accidental loss, unauthorized disclosure or access and against other unlawful forms of processing. Moreover, when handling your personal data, we:

- only collect and process personal data which is adequate, relevant and not excessive, as required to meet the above purposes; and
- the data is accessed and processed solely by the relevant personnel, under the responsibility of one of our representatives who is subject to an obligation of confidentiality.

but we cannot guarantee the absolute security of your information, especially information transmitted over the Internet. We encourage you to also take precautions to protect your Personal Data.

7. Links to Third Party Websites

This Privacy Policy only applies to the On Line Ordering and not to websites owned by third parties. We may provide links to third-party services, including social networking sites, that we believe may be of interest to you. These third-party websites are not under our control, and we are not responsible for the privacy or

security practices of other organizations. We encourage you to review the privacy policies and terms of use of these third-party websites before disclosing your information.

8. Changes to This Privacy Policy

We may change or update this Privacy Notice from time to time by posting a new Privacy Notice on our website. Please keep checking this Privacy Notice occasionally so that you are aware of any changes.

Your continued use of the On Line Ordering after such changes have been made constitutes acceptance of those changes.

9. How to Contact Us

If you have any questions about our Privacy Policy, please write to our local Country Data Privacy Officer at your Personal Data, write to our local Country Data Privacy Officer at dataprivacy.saudi@novartis.com or call MyKYMRIAH ® at 8008500774.