

CellChain Website Privacy Policy

Thank you for your trust in Novartis (Taiwan) Co., Ltd. (“Novartis” “we”, “our”, or “us”). We are an affiliate of the Novartis Global Group.

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 CTL019 for your patients/patients treated at your health care institutions or if you are one of our employees or agents assigned to the management of the ordering process of CTL019 using the website for this purpose (“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 Information that you provide to us about you and certain non-Personal Information about your use of the website. In this Privacy Policy, “Personal Information” means information that can be used to identify you, such as your name, email address and phone number. The types of Personal Information 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 CTL019 patient order notification emails, we will collect the email address you provide to receive these alerts.

We also collect certain non-Personal Information 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.

2. How Do We Use Your Personal Information?

Generally, the Personal Information 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 CTL019 dose. We may also use the information we collect in the following ways:

- To operate the On Line Ordering platform and support our business activities related to CTL019;
- 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 monitor and prevent of fraud, infringement, and other potential misuse of the On Line Ordering; and

- For other internal business purposes.

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

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

The Personal Information we collect from you and about you may be disclosed:

- To our subsidiaries and affiliates within the Novartis Global Group for the purposes described in this Privacy Policy;
- To our service providers who act for or on our behalf for further processing in accordance with the purposes described above. **Please note that our service providers may be located in countries or territories which may not offer the same level of data protection as the country in which you reside. If we transfer your personal data to such 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/privacy laws applicable to Novartis, and (ii) acting in accordance with our policies and standards. They have contracted with us to use your Personal Information for the agreed upon purpose, not to sell your Personal Information to third parties, and not to disclose it to third parties except as may be required by law, as permitted by us, or as stated in this Privacy Policy;**
- To third parties, advisors, and other entities to the extent reasonably necessary for development of or to proceed with the negotiation or completion of a corporate or commercial transaction, including a reorganization, merger, acquisition, joint venture, sale or other disposition of all or a portion of our business, assets, or stock (including in connection with any bankruptcy or similar proceedings);
- When we believe in good faith that disclosure is necessary to protect legal rights or the security or integrity of the On Line Ordering; protect your safety or the safety of others; investigate fraud, a breach of contract, or a violation of law; or respond to a government request; and
- As required by law, such as to law enforcement, to health authorities to report possible adverse events, during government inspections or audits, as ordered or directed by courts or other governmental agencies, or in order to comply with a subpoena or other legal process.

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 information, 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

request access to, modification or deletion of your Personal Information. If you wish to contact us with such a request or a question regarding our use of your Personal Information, please contact with cell.team@novartis.com. Requests to delete personal data will be subject to any applicable legal and ethical reporting or document filing or retention obligations imposed on us.

6. Information Retention and Security

We retain your Personal Information for the period necessary to fulfill our business purposes, including those outlined in this Privacy Policy. We use reasonable safeguards to protect your Personal Information, but we cannot guarantee the absolute security of your information, especially information transmitted over the Internet. We encourage you to take precautions to protect your Personal Information.

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 update this Privacy Policy from time to time by posting a new Privacy Policy on our website. Please consult our website regularly for any changes. Your continued use of the On Line Ordering after such changes have been made constitutes acceptance of those changes. The amended Privacy Policy supersedes any previous versions.