

## PRIVACY POLICY FOR IWISE

When you use our service iWise and the iWISE Health Portal we process your personal data. In this privacy policy you will find information about the processing of your personal data and what rights you have in relation to the processing of your data.

Pharmaq Analytiq AS (hereinafter referred to as "PA" or "we"), is the controller for the processing of your personal data. Our contact information is:

Address: Thormøhlens gate 55, 5006 Bergen

Email: [privacy@zoetis.com](mailto:privacy@zoetis.com)

Organization nr.: 982 749 042

If you have any questions concerning the processing of your personal data or your privacy, you may contact us using this information.

### 1. HOW DO WE PROCESS YOUR PERSONAL DATA AND WHY?

We collect and use your personal data for different purposes. This table explain how we process your personal data, what data we process and why we process it.

Purpose	Description	Legal Basis
Register an account at the iWISE Health Portal	We process your name, e-mail address and mobile phone in order to create and maintain your user account	GDPR Art. 6.1 b) Contractual obligation: the processing is necessary for the performance of our contract with you
Administer your account at the iWISE Health Portal	We process your last login data and time and last password reset in order to administer your account	GDPR Art. 6.1 b) Contractual obligation: the processing is necessary for the performance of our contract with you
Communication with you concerning your account at the iWISE Health Portal or the service iWISE	We use your name, e-mail address and mobile phone in order to send you order reception receipts and sample received receipts. We also use your name in order forms and reports.  We process your name, e-mail address and mobile phone in order to	GDPR Art. 6.1 b) Contractual obligation: the processing is necessary for the performance of our contract with you

	communicate with you regarding your orders, if needed.	
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## 2. HOW YOUR PERSONAL DATA IS SHARED WITH THIRD PARTIES

We do not share your personal information with third parties unless we have a legal basis for transferring the data. This may be an agreement with you, or a legal obligation prescribed by law.

We use data processors to collect, store and analyze your personal data. A processor is a separate third party that acts on behalf of us. We have entered into an agreement with these third parties to ensure that your rights are protected and that the processing of your personal data is compliant with relevant data protection laws.

We disclose personal data as follows:

- **Common-Link AG for storage purposes**
- **PHARMAQ Analytiq**

We do not transfer your personal data to a country outside the EU/EEA.

## 5. HOW LONG DO WE KEEP YOUR INFORMATION?

We keep and store your personal data as long as it is necessary to fulfil the purposes outlined in this privacy policy unless otherwise required by law (such as legal obligations on tax, anti-money laundering or other legal requirements).

This means that we will delete or anonymize your personal data when the legal basis for the processing of that data is consent and you withdraw your consent. We will delete or anonymize personal data that was collected on the grounds of our legitimate interest when we no longer pursue those interest. If the personal data was collected because it was necessary to fulfil a contract with you, we will delete or anonymize that data if the contract is terminated or all our obligations under the contract is fulfilled.

## 6. YOUR PRIVACY RIGHTS

When we process your personal data, you are given the status as a data subject. This gives you the right to:

- request access and obtain a copy of your personal data
- obtain rectification of inaccurate personal data concerning you
- obtain erasure of your personal data
- restrict the processing of your personal data
- data portability if applicable
- object to the processing of your personal data if the legal basis for the processing is our legitimate interests

You may find more information about these rights at [https://ec.europa.eu/info/law/law-topic/data-protection/reform/rights-citizens/my-rights/what-are-my-rights\\_en](https://ec.europa.eu/info/law/law-topic/data-protection/reform/rights-citizens/my-rights/what-are-my-rights_en)

To exercise your rights, you may contact us at [privacy@zoetis.com](mailto:privacy@zoetis.com) or using the details provided above. We will answer your request as soon as possible, and no later than 30 days.

If we are relying on your consent to process your personal data, you have the right to withdraw your consent at any time. Please note that this will not affect the lawfulness of the processing before the withdrawal.

Upon your request to terminate your account, we will deactivate or delete your account and personal data from our databases. However, some information may be retained in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our Terms of Use and/or comply with legal requirements.

## **7. COMPLAINTS**

If you believe we are unlawfully processing your personal data, you may lodge a complaint to your local supervisory authority.

You may find more information about your local supervisory authority and how to lodge a complaint at [https://edpb.europa.eu/about-edpb/about-edpb/members\\_en](https://edpb.europa.eu/about-edpb/about-edpb/members_en)

## **8. UPDATES TO THIS PRIVACY POLICY**

We will update this policy if our services change or if it is necessary to stay compliant with relevant data protection laws.

The updated version will be indicated by an updated “Revised” date and the updated version will be effective as soon as it is accessible.

If we make material changes to this privacy policy, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification.