



## Website Privacy Policy

PLEASE READ THIS PRIVACY POLICY CAREFULLY, AS IT SETS OUT IMPORTANT INFORMATION ABOUT HOW WE COLLECT, USE AND DISCLOSE YOUR PERSONAL INFORMATION.

This website and the services made available on or through the website, including any interactive services (collectively, the “Website”), is made available to you by Amgen Inc. and/or Amgen Canada Inc. (collectively, “Amgen”, “we”, “our”, “us”). Amgen is committed to respecting your privacy.

As part of this commitment, we have set out this privacy policy (the “Privacy Policy”) to describe the manner in which personal information may be collected, used, disclosed and otherwise managed in connection with the Website.

### What This Privacy Policy Covers

This Privacy Policy covers the following topics:

- [Meaning of Personal Information](#)
- [Your Consent to Collection, Use and Disclosure](#)
- [Collection and Use of Personal Information](#)
- [Disclosure of Personal Information](#)
- [Opting out of Communication](#)
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### Meaning of Personal Information

In this Privacy Policy, “personal information” means any information about an identifiable individual under Canadian privacy law, including any “personal health information”, which with respect to an individual, includes: (a) information concerning the physical or mental health of the individual; (b) information concerning any health service provided to the individual; (c) information concerning the donation by the individual of any body part or any bodily substance of the individual or information derived from the testing or examination of a body part or bodily substance of the individual; (d) information that is collected in the course of providing health services to the individual; or (e) information that is collected incidentally to the provision of health services to the individual.

Unless the context indicates otherwise, “your personal information” means personal information about you and any personal information about another individual that you provide to us.

Personal information does not include any business contact information that is solely used to communicate with you in relation to your employment, business or profession. Personal information also does not include information that has been anonymized or aggregated in such a way that there is no serious possibility it can be used to identify an individual, whether on its own or in combination with other information.

### **Your Consent to Collection, Use and Disclosure**

We collect, use and disclose your personal information with your consent or as permitted or required by Canadian privacy laws. How we obtain your consent (i.e., the form we use) will depend on the circumstances, as well as the sensitivity of the information collected. Subject to applicable laws, your consent may be express or implied, depending on the circumstances and the sensitivity of the personal information in question.

If you choose to provide personal information to us, we assume that you consent to the collection, use and disclosure of that personal information as outlined in this Privacy Policy.

If you provide personal information about another individual to us, it is your responsibility to obtain the consent of that individual to enable us to collect, use and disclose his or her information as described in this Privacy Policy.

### **Collection and Use of Personal Information**

The personal information we collect is generally in one or more of the following categories:

**Site Registration:** You do not have to register to visit the Website. However, some of the features and services offered through the Website may require you to register and provide your name, address, phone number, email address, and a password that you select. This registration information is used to provide and otherwise administer the service you requested.

Should you choose to register with the Website, you may be given the option of receiving electronic communications with information that we think you might find useful, including promotions, announcements of new services and products, and newsletters on particular health topics. If you opt-in and later decide that you no longer wish to receive these communications you may unsubscribe by following the instructions set out in each communication.

**Interactive Services:** The Website may offer various interactive services, such as care management tools, and features that enable consumers or healthcare professionals to submit customized requests for information about diseases and therapies.

Our interactive services may require you to provide personal information in order to request information from us. We will collect your contact information as well as whatever personal information that you choose to include in your request. In addition, from time to time, we may offer you the opportunity to participate in one of our optional surveys or questionnaires.

We may use the information that you provide, including personal health information, to respond to you and otherwise administer the interactive service you request, to help us better understand how

our products are used, or to help us improve the marketing of our products. We may also use the personal information that you provide to create customized offers, information, and services tailored to your interests and preferences. The information you provide through our interactive services may be linked with the personal information that you provided elsewhere on the Website. We may also combine personal information from users to create a summary of aggregate, non-identifiable data that we use for our business purposes, including research to improve our products and analyses that may help us better market our products.

The Website may have a “Refer-a-Friend” and other similar features that permit you to send email to others. This feature requires you to submit your name and email address, as well as the name and email address of the recipient. We do not use the names or email addresses submitted in these circumstances for any other purpose without the consent of you or the email recipient.

**Product Reports:** If you use the Website to report a product experience, we may use the information you submit in our reports to Health Canada and other Canadian or international regulatory authorities, and as otherwise required of us by law. We may ask you for specific facts, including patient initials, age, and gender, and the prescribing physician. Applicable regulations require us to collect personal information in order to file reports with regulatory authorities regarding the safety of our products, and we are required to report adverse drug events to Health Canada’s Health Products and Food Branch. We also may use the information you submit to contact the prescribing physician to follow up regarding an unexpected event involving the use of our product.

**Visiting the Website:** In general, you can visit the Website without telling us who you are or submitting any personal information. However, we may collect certain technical and device information about your use of the Website. Such information may include the IP (Internet protocol) addresses of all visitors to the Website, page requests, browser type, operating system and average time spent on the Website. We use this information to help us understand Website activity and to monitor and improve the Website.

**Cookies:** The Website may use a technology called “cookies”. A cookie is a tiny element of data that the Website can send to your browser, which may then be stored on your hard drive so we can recognize you when you return. We use cookies on the pages on the Website where you are prompted to log in or that are customizable. If you have registered with the Website, these cookies (1) may let us know who you are, (2) may be necessary to access your account information in order to deliver products and personalized services, and (3) will provide us and our service providers with information that we will use to personalize the Website in accordance with your preferences. You may set your Web browser to notify you when you receive a cookie, or you may disable cookies by turning them off in your Web browser. See your browser’s help files for more information. However, if you decide not to accept cookies from the Website, you may not be able to take advantage of all of the features of the Website.

**Third Party Services:** We may also use a third party to help us gather and analyze information about the areas that you visit on the Website to evaluate and improve the visitor experience and the convenience of the Website, and to help us evaluate some of the specific information related to your Website visits.

**Tracer Tags & Web Beacons:** We may use a technology called “tracer tags” or “Web Beacons”

which are tiny graphic files embedded in a Website or e-mail that send information from your browser back to the beacon's originating server. This technology allows us to understand which pages you visit on our Website and the sites you visit before and after ours. They may also let us know if you have opened an e-mail that we sent. These tracer tags are used to help us optimize and tailor our Website and email content.

### **Disclosure of Personal Information**

We will not disclose, trade, rent, sell or otherwise transfer your personal information, without your consent, except as otherwise set out herein.

**Service Providers:** We may transfer (or otherwise make available) your personal information to third parties who provide services on our behalf. For example, we may use third party service providers to host the Website, administer certain of its services and features, respond to user enquiries, conduct user research, and manage and analyze Website data. Our service providers are only given access to the information they need to perform their designated functions, and we do not authorize them to use or disclose personal information for their own marketing or other purposes. If Amgen provides your personal information to service providers, then we will require that the service providers keep your personal information secure, and only handle it for limited purposes for which it was provided. If you would like more information about our service providers, please contact us using the contact information in the "Contacting Amgen Privacy Officer" section below.

**Sale of Business:** We may transfer any information we have about you as an asset in connection with a merger or sale (including transfers made as part of insolvency or bankruptcy proceedings) involving all or part of Amgen, or as part of a reorganization, stock or other sale, or other change in control.

**Legal:** We and our third party service providers may provide your personal information in response to a search warrant or other legally valid inquiry, order, or process or to a public or government authority or investigative body in the case of a breach of an agreement or contravention of law, or as otherwise required by applicable Canadian, U.S. or other law. We may also disclose personal information where necessary (a) for the establishment, exercise or defence of legal claims, as part of the administration of our loss prevention program, or (b) to protect our rights, operations or property, or as otherwise required or permitted by law.

If we otherwise intend to disclose your personal information to a third party, we will identify that third party and the purpose for the disclosure and obtain your consent.

### **Opting Out of Communication**

If you no longer want to receive marketing-related emails from us, you may opt-out of receiving marketing-related emails by clicking the "unsubscribe" link at the bottom of any email you receive from us. You may also opt-out by contacting us directly using the contact information in the "Contacting Amgen Privacy Officer" section below.

We will endeavour to respond to your opt-out request promptly, but we ask that you please allow us a reasonable time to process your request. Please note that if you opt-out from receiving

marketing-related emails, we may still need to send you communications about your use of our products or services, or other matters.

**Co-Branded Sites and Third Party Links:** The Website may contain links to other websites that we do not own or operate. We may also partner with other companies to provide you with content or services on a joint or “co-branded” basis. At a co-branded website you will see our logo and the logo of the co-branded partner displayed on your screen. Except as provided herein, we will not provide any of your personal information to these third parties without your consent.

We provide links to third party websites (including to our partners in co-branded websites) as a convenience to you. These links are not intended as an endorsement of or referral to the linked websites. The linked websites have separate and independent privacy statements, notices and terms of use, which we recommend you read carefully. We do not have any control over such websites, and therefore we have no responsibility or liability for the manner in which the organizations that operate such linked websites may collect, use or disclose, secure and otherwise treat your personal information.

### **Children’s Information:**

We do not seek nor will we knowingly collect personal information from anyone under the age of 13. The Website content and services are intended for users over the age of 13. Children under the age of 13 should not use our products and services and should not provide us with their personal information. If Amgen learns that a user under the age of 13 has volunteered personal information on the Website, or that a provider has volunteered information about a patient who is identified as younger than 13, we will take measures to delete such information from our systems.

### **Accessing and Correcting Your Personal Information**

You have the right to access, update, and correct inaccuracies in your personal information that is in our custody and control, subject to certain exceptions prescribed by applicable law.

You may request to access, update and correct inaccuracies in your personal information that we have in our custody or control by emailing or writing to us at the contact information set out in the “Contacting Amgen Privacy Officer” section below. We may require that you provide sufficient identification for the purposes of verifying the identity of any individual seeking to access their personal information records. Any such identifying information will be used only for this purpose.

We expect you, from time to time, to supply us with updates to your personal information, when required. We will not routinely update your personal information, unless such a process is necessary.

### **International Transfer and Storage of Information**

Your personal information may be stored and processed by Amgen or its third-party service providers in Canada or other jurisdictions, including the United States. Other jurisdictions may have different data protection rules than Canada. WHILE YOUR PERSONAL INFORMATION IS OUTSIDE OF CANADA IT MAY BE SUBJECT TO THE LAWS OF THAT JURISDICTION, INCLUDING

LAWS THAT MAY REQUIRE THE DISCLOSURE OF PERSONAL INFORMATION TO GOVERNMENT AUTHORITIES IN THAT JURISDICTION. In addition, if you are visiting the Website from a country other than Canada, your communication with Amgen through the Website will necessarily result in the transfer of information across international boundaries. By using this Website or any of Amgen's services, you consent to the collection, storage, and processing of your personal information in Canada and in any country to which Amgen may transfer your personal information in the course of Amgen's business operations. For written information about our policies and practices regarding service providers outside of Canada, contact our Privacy Officer at the email address below.

### **Security of Personal Information**

We have implemented measures designed to protect personal information in our custody and control. We maintain organizational, technological, contractual, administrative and physical safeguards, including encryption and firewalls, in an effort to protect against unauthorized and unlawful access, use, modification, copying and disclosure of personal information in our custody and control. We have taken steps to ensure that the only personnel who are granted access to your personal information are those with a business 'need-to-know' or those whose duties reasonably require such information. Unfortunately, no collection or transmission of information over the Internet or information storage is 100% secure or error free, and therefore, we cannot guarantee absolute security of any such information. Your online access to certain of your personal information may be protected with a password you select. We strongly recommend that you do not disclose your password to anyone. We will never ask you for your password in any unsolicited communication (such as letters, phone calls or emails).

### **Retention of Personal Information**

We have personal information retention processes designed to retain your personal information for no longer than necessary to fulfill the purposes for which that personal information was collected and as otherwise required by applicable laws.

### **Changes to the Privacy Policy**

This Privacy Policy is current as of the "Last Updated" date which appears at the top of this page. This Privacy Policy may be modified from time to time to reflect changes to our personal information practices. The revised Privacy Policy will be posted on this Website. We strongly encourage you to please refer to this Privacy Policy often for the latest information about our personal information practices.

### **Third Party Websites and Services**

This Privacy Policy does not extend to any websites or products or services provided by third parties. We do not assume responsibility for the privacy practices of such third parties, and we encourage you to review all third-party privacy policies prior to using third party websites or products or services.

### **Contacting Amgen's Data Protection Officer**

Please contact Amgen's Data Protection Officer if:

- you have any questions or comments about this Privacy Policy,
- you wish to access, update, and/or correct inaccuracies in your personal information, or
- you otherwise have a question or complaint about the manner in which we treat your personal information.

The contact information for Amgen's Chief Data Protection Officer is as follows:

Amgen Canada Inc.

Attention: Data Protection Officer

6775 Financial Drive

Mississauga, Ontario

L5N 0A4

[privacycanada@amgen.com](mailto:privacycanada@amgen.com)

Telephone: (905) 285-3131