

Website Privacy Policy

Applicable to all our internet facing Cipla websites

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Privacy Policy

Cipla respects your privacy and are committed to protect the privacy and security of your personal data. Cipla urges you to carefully read and review this Privacy Policy Statement before accessing or using this Cipla website (hereinafter referred to as "Website"). This Policy explains how we obtain, use, and disclose your personal information as we are required in terms of the Protection of Personal Information Act, 2013 ("POPI Act"). If you proceed to access or use this website, you are agreeing to abide by this Privacy Policy statement, without any exceptions. You may not access or use this Website if you do not agree to this Privacy Policy statement. Cipla Limited, its subsidiaries, its affiliates, and its group companies (hereinafter referred to as "Cipla") reserve the right to add, remove or modify this information at any time without any prior notification.

Overview

This Privacy Policy ("Privacy Policy") has been developed to acknowledge the importance of and assist in providing a framework for, the appropriate level of protection for consumer identification, collection, holding, using, disseminating, merging, collating, disclosing and protection of your personal information ("process" or "processing"). The policy represents the Cipla's commitment to compliance with its obligations under the POPI Act.

Collection of Personal Information

The Website is not designed to collect and/or receive any personal information of you by itself. Cipla is not able to identify you personally unless you access Website and/or provide any personal information.

Active collection of information: Cipla collects personal information that you enter into data fields on Cipla Web sites. For example, you may submit or share your name, postal address, e-mail address, investor details, profession, photograph, medical records and/ or other personal information in order to receive information about various subjects and services wherever applicable. To protect your privacy, you should not provide Cipla with any information that is not specifically requested. When you register using your other accounts like on Facebook, Twitter, Gmail etc. we shall retrieve information required for your registration from such account to continue to interact with you and to continue providing the services, wherever applicable.

Passive Collection of information: Cipla Websites may collect information about your visits to Cipla Websites without you actively submitting such information. This information may be collected using various technologies, such as cookies, Internet tags, and web beacons. The Website may capture some of this information, such as the URL of the website you just visited, Internet Protocol (IP) addresses, GPS location data, mobile phone service provider, details of operating system, the browser version of your computer/device, etc. Passive information collection technologies can make your use of the Website easier by allowing Cipla to provide better service, customize sites based on consumer preferences, compile statistics, analyse trends, and otherwise administer and improve the Website. Such information collected by these technologies cannot be used to identify you without additional identifiable information.

Purposes for which we use your Personal Information

Cipla will use the personal information you provide through the Website to respond to your questions or enquiries made on our Website, have efficient communication and to provide you with efficient service. After you have entered personal information into a form or data field on the Website, Cipla may use certain identifying technologies to allow that website to "remember" your personal preferences, such as sections of the Website that you visit frequently and, if you choose, your login credentials.

Cipla shall collect, store, and use your personal information in compliance with provisions of the POPI Act and all other applicable laws. You may always limit the amount and type of personal information

that Cipla receives about you by choosing not to enter any personal information into forms or data fields on the Website. Some of our online services can only be provided to you if you provide us with appropriate personal information. Other parts of the Website may ask whether you wish to opt out or opt into our contact lists for offers, promotions and additional services that may be of interest to you. If opted to do so, we may use this information for marketing and promotional purpose. For example, in accordance with POPI Act and other applicable laws and with your consent, we will use your email address to send you news and newsletters, special offers, and promotions, and to contact you about products or information we think may interest you. We may also reach out to you with response to any queries posted on our website.

We will further use your personal information for the following purposes:

- To provide our products or services to you, to carry out the transaction you requested and to maintain our relationship;
- To assess and process any relevant queries and complaints;
- To confirm and verify your identity, address and banking details, where applicable;
- For pharmacovigilance and other product safety related matters;
- For any Human Resources and recruitment purposes;
- To verify that you are an authorised user for security purposes;
- For maintaining the accuracy of your personal information;
- For operational purposes, and where applicable;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To trace you where you are uncontactable;
- To conduct market or customer satisfaction research or for statistical analysis;
- For audit and record keeping purposes;
- Social responsibility; and
- In connection with legal proceedings.

Transfer of information between us and a third-party supplier

The personal information you provide may be transferred across foreign borders.

This information transfer is permitted under Chapter 9 of POPI Act which authorises the access seeker (known as the responsible party) permission to transfer the information across foreign borders in the following circumstances:

- the person receiving the information (outside of the Republic), must be governed by laws, binding corporate rules, binding agreements or memorandum of understanding between two public bodies which provide an adequate level of protection; or
- You must consent to the transfer; or

- the transfer must be necessary for:
 - the performance of a contract between you and the Responsible Party, or for the implementation of pre-contractual measures taken in response to your request;
 - the conclusion or performance of a contract concluded in your interest between the Responsible Party and a third party; or
 - the transfer is for your benefit and: –
 - it is not reasonably practicable to obtain your consent for that transfer; and
 - if it were reasonably practicable to obtain such consent, you would provide it.

We will not share your personal information with any other third parties or use your personal information for any purpose other than described above. The information collected by us that you provide will not be used to make any automated decisions about you.

Spamming

We do not support “spamming”. In accordance with your preferences, we may send periodic emails to you if you have asked us to send you information, or if you have provided your details to us while registering for any of our promotional campaigns. You may choose to opt out of receiving marketing-related information through a link we include on emails you receive from us.

Non-Disclosure of Information

Personal information on the Website may be accessed by Cipla, by certain companies with which Cipla may conduct joint programs, and by individuals and entities with whom Cipla contracts to carry out business activities for Cipla.

Cipla does not sell or rent your personal Information with anyone else.

Cipla may share the personal information with third-party if it is required for further processing or connection to its business. During this time, the information shared will be in accordance with the confidentiality agreement with the third party, POPI Act and other applicable law for the intended purpose for which the personal information was originally collected and shall ensure all such third parties comply with Cipla’s Data Protection and Privacy Policy and Procedure.

We may release your personal information when we believe release is required to comply with POPI Act or any other applicable law. We may release personal information if, in our judgment after review, the release is compelled by law or regulation.

Protection of personal information

Cipla will maintain adequate technical and organizational security measures to protect personal information. In all circumstances the personal information is held by us on our secure systems or data base. We undertake to take all reasonable and necessary steps to secure the integrity and confidentiality of your personal information and protect your information from misuse, loss, interference, unauthorised access, modification, or unauthorised disclosure.

As a policy, Cipla secures each web page that collects personal information; however, the confidentiality of personal information transmitted over the Internet will not be guaranteed. We urge you to exercise caution when transmitting personal information over the Internet.

Cipla is not obliged to store your personal information for a period which is beyond the intended purpose for which such information was collected or submitted or to stay in compliance to applicable laws and Cipla Policies and Procedures.

Links to other websites

This Privacy Policy applies only to Cipla's Websites. Cipla may provide links to other websites, which we believe, may be of interest to you. Cipla is not responsible for the content on such website, your access to such website links, security of personal information that you provide, or any information collected by that website. The risk of accessing such websites is solely yours.

Cookies

Cookies are alphanumeric identifiers with small amount of data that is commonly used as an anonymous unique identifier. These are sent to your browser from the website that you visit and are stored on your computer's hard drive. Please note, a cookie in no way gives us access to your computer/device and cookies cannot access any other information on your computer/device.

Our Website uses these cookies to collect information and to improve our service by making your interaction with us faster. They may be used for the purposes of managing your preferences, maintaining, and optimizing security, marketing, communication, analytics, and research.

We majorly use below types of cookies:

Essential Cookies or Strictly Necessary Cookies – These cookies are essential to the functioning of our Website and for you to move around the Website. Without these cookies, certain features cannot function. No information about your browsing habits is gathered by these cookies.

Functional Cookies – These cookies remember how you prefer to use our Website and improve the way our Website works. These remain on your computer/device for a pre-defined period of time.

Performance Cookies - Some cookies help us with the performance and design of our Website. For example, these cookies show us statistics, which are the most frequently visited pages on the Website, help us record any difficulties you have with the Website, and whether our publicity is effective or not.

Targeting or Tracking Cookies - On certain pages of our Website, we use cookies to help us understand your interests as you browse the Website, so we can tailor and deliver to you a more personalized service in the future. This assists us in delivering relevant, interest-based information to you.

At any time, you also have the option to change /control your cookies through your browser settings, you can visit www.allaboutcookies.org for details on how to delete cookies. However, if you do turn off cookies in your browser, you will not be able to fully experience some of the features our Website.

Use of our websites and mobile application by children

Cipla does not knowingly collect or use any personal information from children (we define "children" as those who are younger than 18 years of age) on this Website. We do not knowingly allow children to communicate with us or use any of our online services. If you are a parent or guardian and become aware that your child has provided us with personal information, please contact us and we will work with you to address this issue.

Rights to your personal information on our Website

Right to access: You have the right to ask for a copy of your personal data and to verify how we are processing it.

Right to rectification: If you believe we have inaccurate or incomplete information about you, you have the right to ask us to correct or update it.

Right to be forgotten: In certain circumstances, you have the right to ask us to remove or erase your personal information from our records.

Right to object: You have the right to object to processing of your personal information. You also have the right not to be subjected to any automated decision making or profiling.

Right to restriction of processing: You have the right to ask us to restrict processing of your personal information in cases where the data is inaccurate, or the processing of the data is unlawful. This does not restrict Cipla from processing of your personal information for legal and regulatory requirements.

Right to withdraw consent: If we process your personal information based on your consent, you can withdraw your consent at any point of time.

Right to portability: You have the right to ask us to transfer your data to you, or any other third party.

If you would like to opt out of future communications from a Cipla business or a Cipla program, please contact us by clicking on the "Contact Us" link on the Website you are visiting.

In all communications to Cipla, please include the e-mail address used for registration (if applicable), the Website address and explanation of your request. If you would like to delete or amend your personal information and are contacting us by e-mail, please put "Deletion Request" or "Amendment Request", as applicable, in the subject line of the e-mail. We will do our best to respond to all reasonable requests in a timely manner. To exercise any of your right mentioned in this policy please send an email to info.sa@cipla.com (this email address will be of the team managing the website).

Complaints and Grievances

You may complain about our failure to comply with POPI Act, there are 2 ways you may complain:

- In writing, by sending an email to info.sa@cipla.com.
- If you are a resident in South Africa, you can lodge a complaint to the Regulator completing the form as prescribed.

There is no charge for lodging a complaint. We will write to you acknowledging receipt of the complaint. After appropriate investigation, the Privacy Manager will write to you as soon as practicable after a decision has been reached, outlining the decision and the reasons for reaching it.

Change in Policy

Cipla reserves the right to amend this Privacy Policy without prior notice to reflect technological advancements, legal and regulatory changes, and good business practices. If Cipla changes its privacy practices, a new Privacy Policy will reflect those changes and the effective date of the revised Privacy Policy will be set forth in this paragraph.

This Privacy Policy was last updated on 01 July 2021 and is effective as of that date.

Suggested cookie pop-up when the user visits the Website

This Website uses cookies to provide you with a personalized browsing experience. By using this Website, you agree to our use of cookies as explained in our Privacy Policy. Please read our **Privacy Policy** for more information on how we use cookies and how you can manage them.

Close

<clicking on **Privacy Policy** will take the user to the website Privacy Policy>
