

# MARCAN

## **Marcan Privacy Notice**

Marcan is committed to respecting your privacy. We understand how important it is to protect an individual's personal information and apply high ethical and regulatory standards to the collection, use and disclosure of such personal information. This Privacy Policy explains the policies and practices that **Marcan Pharmaceuticals Inc.** ("**Marcan**") has developed to safeguard personal information and to comply with applicable privacy laws.

Marcan develops markets, sells and distributes pharmaceutical products for the Canadian market. Accordingly, this Policy is intended to apply to Canadian residents and comply with Canadian privacy laws. EU residents should review the privacy policy at <http://www.tillomed.com/privacy-policy/>.

## **SCOPE**

This Privacy Policy applies to personal information that Marcan collects uses or discloses in the course of its commercial activities in Canada.

"Marcan" means Marcan Pharmaceuticals Inc. having its principal office at 2 Gurdwara Road, suite #112, Ottawa, Ontario, K2E1A2 referred to in this Privacy Policy as "we", "us" and "our".

"Personal information" means information about an identifiable individual, but does not include business contact information.

## **HOW WE COLLECT PERSONAL INFORMATION**

We collect personal information from or about you online, by phone, fax, e-mail or post, or as part of the adverse event or quality reporting regulations applicable to Marcan. We may also collect this information about you through specific forms submitted by you on a site that is owned or controlled by Marcan. If you are a patient we may also be provided with information about you by a third party reporting an adverse event that affected you. Such third parties may include medical professionals, lawyers, relatives or other members of the public.

Marcan will only collect personal data about you that is necessary for one or more of our legitimate business purposes, or is required by law. In addition, Marcan will only collect personal data by lawful and fair means and not in an unreasonably intrusive manner. Marcan collects personal information with consent, except as required or authorized by law.

## **WHAT WE COLLECT**

### **(a) Information that we collect directly from you**

Marcan collects personal information directly from you when you choose to call or e-mail us, or otherwise provide information directly to us. The following are examples of personal information we may collect directly from you:

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- Name
- Contact details (e-mail address, telephone number, postal address etc.)
- Date of birth
- Communication preferences
- Age
- Business information regarding medical professionals including education, qualifications and areas of specialization

## **(b) Information we collect when you visit our website**

On our website, we collect the personal information that you provide to us, such as when an adverse event is reported (see below), or when a practitioner provides their personal information to enter a restricted section of our website. Our website also uses cookies, as described below.

### **Patients (subject of report)**

We collect personal information about you when you or a third party provides us with information in relation to an adverse event that affected you. Where you are reporting the adverse event yourself, please also refer to the Reporters section.

Pharmacovigilance laws require us to take “detailed records” of every adverse event passed to us to allow the event to be evaluated and collated with other adverse events recorded about that product. The personal information that we may collect about you when you are the subject of an adverse event report is:

- name or initials;
- age and date of birth;
- gender;
- weight and height;
- details of the product causing the reaction, including the dosage you have been taking or were prescribed, the reason you have been taking or were prescribed the product and any subsequent change to your usual regimen;
- details of other medicines or remedies you are taking or were taking at the time of the reaction, including the dosage you have been taking or were prescribed, the period of time you were taking that medicine, the reason you have been taking that medicine and any subsequent change to your regimen;
- details of the adverse reaction you suffered, the treatment you received for that reaction, and any long-term effects the reaction has caused to your health; and
- Other medical history considered relevant by the reporter, including documents such as lab reports, medication histories and patient histories.

### **Reporters**

If you are reporting an adverse event on behalf of someone else, you hereby represent that you have the consent of the affected individual to disclose the personal information described above to Marcan,

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and for Marcan to use and disclose that personal information in accordance with this Privacy Policy and applicable law.

We collect personal information about you when you provide us with information in relation to an adverse event you report.

Pharmacovigilance laws require us to ensure that adverse events are traceable and available for follow-up. As a result, we must keep sufficient information about reporters to allow us to contact you once we have received the report. The personal information that we may collect about you when you report an adverse event is your:

- name;
- contact details (which may include your address, e-mail address, phone number or fax number);
- profession (this information may determine the questions you are asked about an adverse event, depending on your assumed level of medical knowledge); and
- Relationship with the subject of the report.

Where you are also the subject of a report, this information may be combined with the information you provide in relation to your reaction.

## **CONSENT**

We will only collect, use and disclose personal information with your knowledge and consent, except as authorized or required by law. Consent for the collection, use and disclosure of personal information may be obtained orally or in writing, and may be express or implied. In determining the form of consent to obtain, we will consider the sensitivity of the personal information at issue. Generally, we will seek consent for the use or disclosure of personal information at the time we collect your personal information.

## **HOW WE USE YOUR INFORMATION**

### **Pharmacovigilance**

As part of meeting our pharmacovigilance obligations, we may use personal information to:

- investigate the adverse event;
- contact you for further information about the adverse event you reported;
- collate the information about the adverse event with information about other adverse events to analyse the safety of a batch, product or active ingredient as a whole.

### **Marketing**

Where you have agreed to receive these communications from us, we may use the personal information:

- to provide you with tips, helpful information, product news and updates;

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- to notify you of our new products and services; and
- to seek your views on our products and services.

## **Other Purposes**

By providing your personal information, you agree that Marcan may use it for the following purposes, as permitted by law:

- to respond to your requests or complaints;
- to improve our level of service;
- to improve the content of our communications;
- to consider your application for employment;
- for our own administrative and quality assurance purposes; and
- for other purposes that may be detailed on this website.

In using your personal information, we follow the following principles:

### **(a) Purpose**

When Marcan collects your personal information, we will take reasonable steps to advise you of what personal information we are collecting, the purposes for which we are collecting the information and will use such information only for the stated purposes. Before using your personal information for a purpose not previously identified, we will obtain your consent, except as permitted by law.

### **(b) Consent**

Marcan will use your personal information only with your consent, except where authorized or required by law. Consent may be implied; for instance, where you provide us with your personal information to make a request or complaint, and we use that information to investigate your complaint or request and respond to you.

## **HOW WE SHARE YOUR DATA WITH OTHERS**

Where we have your consent, or where required or authorized by law, Marcan may disclose your personal information to third parties, including as discussed below.

Marcan will advise you of the organizations to which we may disclose your personal information, and we will provide you with their contact information in the event you would like access to your personal information or need to update your personal information or preferences.

We may disclose personal information as required by law to provide mandatory reports to national and/or regional authorities so that they can analyse the safety of a batch, product, active ingredient as a whole alongside reports from other sources.

We may also disclose personal information to other pharmaceutical companies who are our co-marketing, co-distribution, or other license partners, where pharmacovigilance legal obligations for a product require such exchange of safety information.

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## **(a) Affiliates**

We may transfer or disclose personal information to our affiliated companies for the purposes described in this Privacy Policy. Affiliates are those companies that are under common control of our parent company Marcan, Inc. We are required by law to disclose to our affiliates any adverse events related to any product obtained from our affiliates. We may disclose personal information to our affiliates with your consent. We may also transfer information to our affiliates for processing. Please note that transferring or disclosing personal information to other companies within the Marcan group means personal information will be transferred outside of Canada and may include transfers to a country where the laws provide different protection from Canada. In such cases, we will take appropriate measures to ensure protection of your personal information in accordance with applicable data protection laws.

## **(b) Third Party Service Providers**

Marcan may engage third parties to provide administrative and technical services, which may require the transfer of your personal information to such third parties for processing and storage. The third party will only be permitted to use the personal for purposes that are consistent with the purposes for which Marcan collects and uses your personal information. Marcan takes reasonable measures to protect your personal information while it is in the third party's possession, including requiring the third party to treat your personal information in accordance with this Policy and all applicable data protection laws. Some of these third party service providers may be located outside of Canada or may store personal information in the "cloud", which means your personal information may be transferred outside of Canada. Your personal information will be subject to the laws of the country where it is being stored or processed, but Marcan takes reasonable steps to ensure your personal information is protected at all times.

## **(c) Law enforcement**

In certain circumstances, we may be required to release your personal information in response to a court order, subpoena, search warrant, law or regulation. We plan to cooperate in responding to such requests, taking appropriate measures to ensure that the requester understands the sensitive nature of the personal information that they may receive. We also reserve the right to cooperate with law enforcement authorities in investigating and prosecuting users who violate our rules or engage in behavior that is illegal or harmful to individuals or the personal information we are responsible for.

## **(d) Product reports**

If you contact us regarding your experience in using one of our products, we may disclose the information you provide where necessary in submitting complaint or adverse event reports to local and international health or pharmaceutical regulators, and as otherwise required of us by law.

## **(e) Corporate transactions**

We may disclose your personal information to a third party in connection with a corporate reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock, including in connection with any bankruptcy or similar proceedings. If it

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is necessary to disclose personal information to complete a corporate transaction, Marcan would comply with applicable law and require the buyer, assignee or transferee to do so as well.

## **COOKIES AND OTHER TECHNOLOGY**

Marcan uses a variety of technologies to assess how our sites are used, to personalize your experience and to deliver online content tailored to your interests, such as internet tags and cookies. Cookies are small text files that are placed on your computer or other web-accessing devices by our websites. These cookies allow us to distinguish you from other users of this website, and to enhance this website and your experience when you browse this website. For more information on cookies and other data collection technologies, please refer to our Cookies and Other Technology Policy.

If you don't want to receive cookies, you can modify your browser so that it notifies you when cookies are sent to it or you can refuse cookies altogether. You can also delete cookies that have already been set. If you wish to restrict or block web browser cookies which are set on your device then you can do this through your browser settings; the Help function within your browser should tell you how. Alternatively, you may wish to visit [www.aboutcookies.org](http://www.aboutcookies.org), which contains comprehensive information on how to do this on a wide variety of desktop browsers.

## **OUR SECURITY MEASURES**

We want your personal information to remain as secure as reasonably possible. We will maintain the levels of protection of your personal data in accordance with data protection laws and take all reasonable precautions to keep your personal information safe from loss, unauthorized access, modification or disclosure. The security measures we use to protect your personal information are designed to meet or exceed industry standards to prevent intruders from gaining access; however, you should be aware that no security measure is guaranteed to be 100% secure and you should always take appropriate security measures to protect your personal information, including ensuring that you have up-to-date antivirus software and not sending sensitive personal information by email.

## **LINKS TO OTHER SITES**

Marcan websites may also feature links to websites that we believe you might find useful and informative. We do not endorse or recommend these sites' content or services, and we are not responsible for the privacy practices of these other sites. We encourage you to be aware of and read the privacy policy of each site you visit.

Marcan may also partner with other companies to provide you with content or services on a joint or "co-branded" basis using a co-branded site with both the Marcan logo and the logo of the co-branded partner displayed. You should read the individual privacy policies of the co-branded sites, as these may differ in some respects from ours.

## **HOW WE STORE INFORMATION AND YOUR RIGHTS**

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We retain your personal information for no longer than is necessary for the purposes for which it has been collected. Personal information will be removed, destroyed or deleted when it is no longer required for the purposes for which it was collected.

In accordance with law, pharmaceutical companies, as market authorisation holders of products, must retain all product-related documents for at least the time period of the market authorisation, plus 10 years following its expiry. Therefore personal information related to the safety of our products will be retained for this time period.

You may contact Marcan at any time using the contact information below if you would like to access your personal information or require information about the personal information that we hold about you (such as the source of the personal information). You may request the correction of your personal information where it is inaccurate or outdated. We may require you to provide additional information necessary to confirm your identity before we comply with any request made by you.

Where Marcan is using your personal information on the basis of your consent, you may withdraw your consent at any time by contacting us using the contact details below, subject to legal requirements. This will not affect the use or disclosure of your personal information based on your consent previous to the point at which you withdraw consent. Withdrawing consent may affect our ability to provide you with services or respond to your requests. We may not be able to stop using your personal information where it is necessary to fulfill legal requirements.

Please note that some of these rights are limited by applicable laws and we have the right to collect, process and hold your personal information to perform our legal obligations (for example: data regarding an adverse drug event).

## **CONTACT US**

If you have any concerns or complaints about the manner in which your personal information has been collected or handled by Marcan, or any queries in regard to this Privacy Policy or Marcan's privacy practices, or if you would like to exercise your rights as outlined above, you can contact Marcan's Privacy Officer at [privacy@Marcan.com](mailto:privacy@Marcan.com) ,or *Mr. Piyush Gupta at 2 Gurdwara Road, Unit 112, Ottawa, Ontario K2E 1A2, phone number 1-613-228-2600 Ext 246.*

## **CHANGES IN OUR PRIVACY POLICY**

We will only use personal information in the manner described in the Privacy Policy in effect when the information was collected from you. However, we reserve the right to change the terms of this Privacy Policy at any time (for example due to changes in data protection laws) by posting revisions to this website. We will take adequate and reasonable action to obtain your consent if required, as a result of any such change.

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