

Privacy Policy

Effective: November 7, 2018

Novartis International AG (Switzerland), as data controller, is responsible for the processing of your personal information on this website. In this Privacy Policy, “Novartis”, “we” or “us” refers to Novartis International AG.

Please carefully read this Privacy Policy, which describes the ways in which we collect information about individuals who visit this website (“Personal Data”), how we hold and use Personal Data and how we respect your privacy rights.

We may change or update this Privacy Policy from time to time by posting a new privacy policy on this website.

Accordion:

What Personal Data do we process and for which purposes?

Most of our services do not require any form of registration, allowing you to visit our site without telling us who you are. However, some services may require you to voluntarily provide us with Personal Data, which may include information such as your name, birth date, email address or telephone number. We may collect and use this Personal Data to provide you with products, services, and customer support, to bill you for products and services you request, to market products and services which we think may be of interest to you, or to communicate with you for other purposes which are evident from the circumstances or about which we inform you when we collect your Personal Data.

Personal Data used for website usage analytics:

We may also collect and process information about your visit to this website, such as the pages you visit, the website you came from and the searches you perform. We may use such information to help improve the contents of the site and to compile aggregate statistics about people using our site for our internal usage statistics and market research purposes. In doing this, we may install "cookies" that collect the domain name of the user, your internet service provider, your operating system, and the date and time of access. A "cookie" is a small piece of information, which is sent to your browser and stored on your computer's hard drive. Cookies do not damage your computer. You can set your browser to notify you when you receive a "cookie", this will enable you to decide if you want to accept it or not. You can also refuse cookies altogether. However, if you do not accept our cookies, you may not be able to use all functionalities of our website.

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.

Occasionally, we and our third-party advertising and service providers may use internet tags (also known as action tags, single-pixel GIFs, clear GIFs, invisible GIFs and 1-by-1 GIFs) and cookies at this site and may deploy these tags/cookies through a third-party advertising partner or a web analytical service partner which may be located and store the respective information (including your IP address) in a foreign country. These tags/cookies are placed on both online advertisements that bring users to this site and on different pages of this site. We use this technology to measure the visitors' responses to our sites and the effectiveness of our advertising campaigns (including how many times a page is opened and which information is consulted) as well as to evaluate your use of this website. The third-party partner or the web analytical service partner may be able to collect data about visitors to our and other sites because of these internet tags/cookies, may compose reports regarding the website's activity for us and may provide further services which are related to the use of the website and the internet. They may provide such information to other parties if there is a legal requirement that they do so, or if they hire other parties to process information on their behalf. If you would like more information about web tags and cookies, please visit the Network Advertising Initiative website <https://www.networkadvertising.org> ^[1].

We may use a number of technologies offered by different providers to support website analytics and user tracking, including technologies offered by the providers below. If you wish to prevent or control the use of these technologies, please follow the links mentioned with that particular third party:

Crazy Egg (Crazy Egg, Inc., 16220 E. Ridgeview Lane, La Mirada, CA, 90638, USA) [Privacy Policy](#) ^[2], [Opt-out](#) ^[3]

DoubleClick (Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA) [Privacy Policy](#) ^[4], [Opt-out](#) ^[5]

Facebook (Facebook, Inc., 1601 S. California Avenue, Palo Alto, CA, 94304, USA) [Privacy Policy](#) ^[6], [Plug-in](#) ^[7], [Opt-out](#) ^[8]

Google Analytics (Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA) [Privacy Policy](#) ^[4], [Opt-out](#) ^[9]

LinkedIn (LinkedIn Ireland Unlimited Company, Wilton Place, Dublin 2, Ireland) [Privacy Policy](#) ^[10], [Opt-out](#) ^[11]

Twitter (Twitter Inc., 1355 Market Street, Suite 900, San Francisco, CA, 94103, USA) [Privacy Policy](#) ^[12], [Plug-in](#) ^[13], [Opt-out](#) ^[14]

Glassdoor (Glassdoor Inc., 100 Shoreline Highway, Mill Valley, CA 94941, USA) [Privacy Policy](#) ^[15], [Opt-out](#) ^[16]

We may combine, aggregate, or anonymize Personal Data with data we may collect from or

about you from other sources, such as public databases, providers of demographic information, joint marketing partners, social media platforms, and other third parties.

We may use your data for our business purposes, including audits, monitoring and prevention of fraud, infringement, and other potential misuse of our products and services, and for modifying our services.

Also, we may use your Personal Data:

- if we are required to do so because of an applicable law, requests from public and government authorities (including court order, subpoena, or governmental regulation), even outside your country of residence;
- if we need to enforce our terms and conditions;
- when we believe in good faith that the use of Personal Data is necessary to protect legal rights, the security or integrity of this website;
- to protect your safety or the safety of others;
- as part of any criminal or other legal investigation or proceeding in your country or in other countries; or,
- to the extent reasonably necessary for development of or to proceed with the negotiation or completion of a corporate or commercial transaction.

When and to whom do we disclose your information?

This Privacy Policy describes the circumstances in which we may share your Personal Data. We may share your Personal Data with other Novartis subsidiaries and affiliates worldwide. We also may transfer Personal Data to third parties who act on our behalf, for further processing in accordance with the purpose(s) for which the data were originally collected or may otherwise be lawfully processed, such as services delivery, evaluating the usefulness of this website, marketing, advertising, data management, or technical support.

These third parties have contracted with us to only use Personal Data for the agreed upon purpose, and not to sell Personal Data to third parties, and not to disclose it to third parties except as may be permitted by us, as required by law, or as stated in this Privacy Policy.

We may disclose your Personal Data to a third party in the event that the business or a part of it and the customer data connected with it is sold, assigned or transferred, in which case we would require the buyer, assignee or transferee to treat Personal Data in accordance with this Privacy Policy.

Also, we may disclose your Personal Data to a third party if we are required to do so because of an applicable law, requests from public and government authorities (including court order, subpoena, or governmental regulation), even outside your country of residence; if we need to enforce our terms and conditions; when we believe in good faith that the disclosure is necessary to protect legal rights, the security or integrity of this website; to protect your safety or the safety of others; as part of any criminal or other legal investigation or proceeding in your country or in other countries; or 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.

Your Personal Data may also be processed, accessed, or stored in countries outside Switzerland. Such countries may offer a different level of protection of personal data. If we transfer your Personal Data to external companies in other jurisdictions, we will make sure to protect your Personal Data by applying the level of protection required under applicable data privacy laws.

For transfers of personal data among Novartis subsidiaries and affiliates, Novartis has adopted Binding Corporate Rules, a system of principles, rules, and tools, authorized by European law, to regulate the transfer of personal data outside the EEA and Switzerland. Read more about the Novartis Binding Corporate Rules by clicking [here](#) ^[17].

How do we protect your Personal Data?

We use appropriate technical, administrative, and physical safeguards to protect the information collected through this website. Unfortunately, no organization can guarantee the absolute security of information, especially information transmitted over the internet.

How do we deal with information from individuals under the age of 13?

Our website is not directed at children. We do not knowingly collect Personal Data from children under the age of 13.

How long do we store Personal Data?

We will only retain your Personal Data for as long as necessary to fulfil the purpose for which they were collected or to comply with legal or regulatory requirements.

What are your rights and how can you exercise them?

Whenever we process Personal Data, we take reasonable steps to keep your Personal Data accurate and up-to-date for the purposes for which they were collected. We will provide you with the ability to exercise the following rights under the conditions and within the limits set forth in the law.

If you wish to contact us regarding the use of your Personal Data or you want to object in whole or in part to the processing of your Personal Data, please [contact us](#). If you have provided consent, you may withdraw consent. You may also request, subject to confidentiality obligations, to:

- access your Personal Data as processed by us;
- ask for correction or erasure of your Personal Data; and
- request portability, where applicable, of your Personal data, i.e. that the Personal Data you have provided to us, are returned to you or transferred to the person of your choice, in a structured, commonly used and machine-readable format.

What is a cookie?

Cookies are small text files that are sent to your computer when you visit a website. Cookies on Novartis Group company (Novartis) web sites do lots of different jobs, like letting you navigate between pages efficiently, storing your preferences and generally improving your experience of a website.

The EU Directive 2009/136/EC states that we can store cookies on your machine if they are essential to the operation of this site, but that for all others we need your permission to do so.

Novartis sites may use some non-essential cookies. We do not do this to track individual users or to identify them, but to gain useful knowledge about how the sites are used so that we can keep improving them for our users. Without the knowledge we gain from the systems that use these cookies we would not be able to provide the service we do.

Accordion Type:

Collapsible

Source URL: <https://www.novartis.co.za/privacy-policy>

Links

- [1] <https://www.networkadvertising.org>
- [2] <https://www.crazyegg.com/privacy>
- [3] <https://www.crazyegg.com/opt-out>
- [4] <https://policies.google.com/privacy?hl=en>
- [5] <https://www.google.com/ads/preferences?hl=en>
- [6] <https://www.facebook.com/privacy/explanation>
- [7] <https://developers.facebook.com/docs/plugins>
- [8] <https://www.facebook.com/ads/preferences/edit/>
- [9] <https://tools.google.com/dlpage/gaoptout>
- [10] <https://www.linkedin.com/legal/privacy-policy>
- [11] https://www.linkedin.com/psettings/guest-controls/retargeting-opt-out?trk=microsites-frontend_legal_cookie-policy
- [12] <https://twitter.com/privacy>
- [13] <https://twitter.com/about/resources/buttons>
- [14] <https://twitter.com/personalization>
- [15] <https://www.glassdoor.com/about/privacy.htm>
- [16] <https://www.glassdoor.com/about/privacy.htm#cookiePolicyAndAdChoices>
- [17] <https://www.novartis.com/privacy-policy/novartis-binding-corporate-rules-bcr>