

# **Alter Pharma Group Privacy Policy**

## **1. Privacy Policy**

Effective: 25.05.2018

Alter Pharma Group NV as data controller, is responsible for the processing of some of your personal information, a.o. through the Alter Pharma Group website. In this Privacy Policy, "Alter Pharma", "we" or "us" refers to such Alter Pharma Group NV.

This Privacy Policy describes the ways in which we collect, hold and use information about employees, Alter Pharma business partners and individuals who visit this website ("Personal information").

We invite you to carefully read this Privacy Policy, which sets out in which context we are processing your personal information and explains your rights and our obligations when doing so.

Please note that we may periodically change, modify, add, remove or otherwise update this privacy policy from time to time by posting a new privacy policy on the website and the Alter Pharma Group intranet.

## **2. Overview**

- During the course of normal business operations, Alter Pharma collects personal information about its employees and third parties, including but not limited to business partners, vendors, resellers and customers. Alter Pharma may also receive unsolicited documents or materials that contain personal information (e.g. cv's, e-mails, etc.). We may collect and use personal information to provide you with products or services, 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 personal information from you.
- Operating with integrity implies continuous respect for personal information relating to our employees, consultants, agents and other third parties with whom we do

business, including customers, business partners, vendors and resellers. The protection of the privacy of personal information is an important commitment. Personal information must not be gathered excessively, used improperly or handled carelessly. Alter Pharma expects all employees, (as well as those acting on our behalf including but not limited to non-employee workers, outsourced personnel/contractors and any other individuals conducting business on behalf of or under the direction of Alter Pharma) to adhere to this Policy and to ensure that appropriate privacy and security restrictions are in place when personal information is collected, stored and transferred.

- The purpose of this Privacy Policy is to promote compliance with these objectives and with the various privacy and data protection principles of the applicable data protection legislation. This Privacy Policy also provides our employees and the general public – including actual and potential customers, government regulators, business partners, vendors, resellers, consultants, agents and other third parties with whom we do business - a statement of our commitment to the principles of data privacy and data protection.
- The consequences of violating privacy laws can be serious. Violations can harm Alter Pharma's brand and reputation, can subject Alter Pharma to class action and other litigation, and can subject the company and individuals to criminal penalties and imprisonment.
- For Alter Pharma employees, failure to follow this Privacy Policy may result in disciplinary action, up to and including dismissal.

### 3. **What Type Of Information Do We Process And The Reasons Why**

Throughout our business and internal operations, Alter Pharma obtains, gathers and maintains a variety of "personal information," including "sensitive personal information," about its employees and third parties, including business partners, vendors, resellers and customers.

#### *3.1 Alter Pharma Employees and Contractors*

This section relates to the collection and use of personal and sensitive personal information collected regarding employees and contractors having a long-term relationship with Alter

Pharma, and is completed by the consent forms submitted to such employees and contractors.

*a. Personal Information*

For purposes of this Policy, "personal information" includes any information that identifies, relates to, describes, or is capable of being associated with, an identified or identifiable natural person. Such personal information includes, but is not limited to, an individual's:

- name
- signature
- image (e.g., a photograph)
- employee personnel number
- address
- telephone number
- passport number
- driver's license or state identification card number
- insurance policy number
- education information
- employment information
- website "user id"
- passwords
- general health information
- date of birth

Employees who collect and use personal information must be certain to provide appropriate notice of the intent to collect and use.

*b. Sensitive Personal Information*

Certain personal information that is collected about individuals is considered particularly sensitive and is subject to heightened protection. For purposes of this Policy, "sensitive personal information" includes but is not limited to personal information pertaining to an individual's:

- racial or ethnic origin
- marital status
- physical characteristics or description
- political opinions
- religious or philosophical beliefs
- trade union membership
- social security, tax or other similar identification numbers issued by governmental agencies
- personal financial information including but not limited to bank account numbers, credit card numbers or debit card numbers
- medical data or other information related to an individual's health
- criminal record
- sexual orientation or affectional preference.

Special care must be taken regarding the use of social security, tax and other similar identification numbers issued by governmental agencies. These must not be posted publicly, printed on access cards, transmitted over unsecured Internet connections, used as a password or personal identification number, or printed on materials to be sent by mail unless use of the number is required. Employees, particularly in Human Resources, Information Technology and Information Security, Law and Finance who are routinely exposed to sensitive personal information must be especially vigilant and demonstrate proper discretion.

### 3.2 Other Persons than Alter Pharma Employees (and/or Contractors)

The protections in this Policy regarding the collection and use of personal and sensitive personal information apply not only to information about employees, but also to personal and sensitive personal information collected regarding customers, vendors, business partners, resellers and other non-employee third parties.

#### *a. Personal Information*

Alter Pharma collects personal information only where the information is reasonably related to the conduct of its business. Alter Pharma provides notice about the purposes for which it

collects and uses this information, and may provide the opportunity to "opt-in" or "opt-out" of certain collections and uses (as may be required by applicable or local law). Alter Pharma is committed to limiting the use of personal information to only those purposes for which the data was originally collected, or as subsequently authorized by consent of the individual to whom the information relates, or as permitted by law. Such consent may be obtained either explicitly where "opt-in" is required under local law, or implicitly, by providing a reasonable way to "opt-out" of further use of the information.

*b. Sensitive Personal Information*

As a general matter, Alter Pharma does not collect or use sensitive personal information unless there is a compelling business need to do so and the person to whom it relates has provided explicit, affirmative consent. Exceptions to this rule may exist where permitted by law, but advice must first be obtained from Alter Pharma Legal Department prior to any such collection.

*3.3 Sharing Information*

As a general rule, Alter Pharma does not sell, rent, or lease personal information. All employees have a responsibility to exercise due care when sharing with others (as permitted by law and within the limitations described below) the personal information to which they have access, regardless of whether that information relates to employees or third parties. In addition, employees must exercise special care when dealing with sensitive personal information.

*a. Sharing of Personal Information*

- Within Alter Pharma. Personal information may be shared only among employees within Alter Pharma who have a legitimate business "need to know" for the purposes of internal administration and operations or for other reasonable and valid business purposes referred to in this Policy. Personal information may also be processed and transferred within Alter Pharma when necessary in connection with contractual commitments or for social events or purposes.

- **With Third Parties.** From time to time, Alter Pharma uses third parties to provide services on its behalf, such as for marketing or administrative purposes. Alter Pharma shares personal information with these third parties as necessary to provide those services (e.g., payroll and health insurance) or for other legitimate purposes. In these cases, the third parties are not permitted to use personal information for any purposes other than those for which they are specifically authorized. Contracts with these third parties should contain appropriate legal provisions requiring the third-party service provider to maintain the confidentiality and security of personal information and prohibiting them from using the information for any other purpose. Alter Pharma employees responsible for overseeing a contract with a third party who may have access to personal information should contact the Alter Pharma Legal Department for assistance.
- **International Sharing.** Alter Pharma operates across international boundaries and may transfer personal information across these borders via its computer and telephone systems and in paper documents in order to meet its business and legal needs and requirements. Even intra-company transfers of personal information may result in the transfer of data between countries that have differing legal requirements for privacy protection, such as when personal information is transferred from the EU to the US.
- For the transfer of personal information collected or processed in the EU to third parties, Alter Pharma seeks to ensure that any EU entity receiving data provides protections that are equivalent to those deemed "adequate" by the EU. If you have any questions regarding the proper protections that are required, you should consult the Alter Pharma Legal Department for assistance.

#### *b. Sharing of Sensitive Personal Information*

As a general rule, Alter Pharma does not share sensitive personal information with anyone within or across national boundaries without the explicit, affirmative consent of the person to whom it relates. Exceptions to this rule may exist as permitted by law or for internal administration and operations or for other reasonable and valid business purposes referred

to in this Policy (e.g., Human Resources administration), but Alter Pharma expects personnel to obtain advice from the Alter Pharma Legal Department before sharing such information.

*c. Special Sharing Rules*

Notwithstanding the above restrictions on sharing, personal information and sensitive personal information may be transferred and used in whatever ways are necessary to protect the vital interests of Alter Pharma, its employees, its customers or the public. In particular, Alter Pharma may use or disclose this information if required or permitted to do so by law, such as to investigate, protect and defend its legal rights, to adhere to Alter Pharma legal obligations, or to comply with legal process. Alter Pharma may also provide this information to third parties in connection with actual or contemplated mergers, bankruptcy, acquisitions, or other corporate transactions. In general, and where possible, Alter Pharma will seek to balance the privacy concerns of the individuals and the requirements of the requesting party.

4. **Personnel Monitoring**

In order to protect our physical security, Alter Pharma may engage in the electronic monitoring of personnel activities and our facilities where permissible by law, and upon appropriate notification.

5. **Information Security and Data Integrity**

Information security is an integral component of Alter Pharma's data protection obligations. Alter Pharma implements, maintains and updates adequate and reasonable security procedures and practices, as required in order to protect personal and other confidential and/or proprietary information.

Alter Pharma expects that employees responsible for collecting, storing and transferring personal information will take all necessary and appropriate precautions to:

- restrict access to personal information to only those employees and specific third-party service providers who have a legitimate "need to know" in order to conduct Alter Pharma business;

- utilize encryption and/or password protections (at a minimum) when transmitting personal information electronically;
- prevent unauthorized access, destruction, use, modification, or disclosure of personal information; and
- maintain physical, electronic, and procedural safeguards in compliance with national, federal, state and local regulations to protect the personal information.

Alter Pharma requires employees to take reasonable steps to destroy, or arrange for the destruction of, personal information within our custody or control, when retention is no longer required. Acceptable methods of destruction include (1) shredding, (2) erasing, or (3) otherwise modifying the personal information in those records to make it unreadable or undecipherable through any means. Employees should take strides to ensure that redundant or duplicate personal information is identified and destroyed.

You should notify the Alter Pharma HR Department immediately if any personal information is lost, compromised or stolen, or its integrity is otherwise impaired. The Alter Pharma HR Department can be reached at [hr@alterpharma.be](mailto:hr@alterpharma.be).

## 6. **Legal basis for processing personal information**

If you are a visitor from the European Economic Area, our legal basis for collecting and using the personal information described above will depend on the personal information concerned and the specific context in which we collect it.

However, we will normally collect personal information from you only where we have your consent to do so, where we need the personal information to perform a contract with you, or where the processing is in our legitimate interests and not overridden by your data protection interests or fundamental rights and freedoms. In some cases, we may also have a legal obligation to collect personal information from you or may otherwise need the personal information to protect your vital interests or those of another person.

If we ask you to provide personal information to comply with a legal requirement or to perform a contract with you, we will make this clear at the relevant time and advise you

whether the provision of your personal information is mandatory or not (as well as of the possible consequences if you do not provide your personal information).

Similarly, if we collect and use your personal information in reliance on our legitimate interests (or those of any third party), we will make clear to you at the relevant time what those legitimate interests are.

If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us using the contact details provided under the "How to contact us" heading below.

#### 7. **Cookies and similar tracking technology**

We may use cookies and similar tracking technology (collectively, "Cookies") to collect and use personal information about you (including to serve interest-based advertising). For further information about the types of Cookies we use, why, and how you can control Cookies, please see the Cookie Notice on the relevant website (if applicable).

#### 8. **How does Alter Pharma keep my personal information secure?**

We use appropriate technical and organizational measures to protect the personal information that we collect and process about you. The measures we use are designed to provide a level of security appropriate to the risk of processing your personal information. Specific measures we use include encrypting your personal information in transit and at rest.

- *International data transfers*

Your personal information may be transferred to, and processed in, countries other than the country in which you are resident. These countries may have data protection laws that are different to the laws of your country (and, in some cases, may not be as protective).

Specifically, our servers are located in Belgium and Ireland, and our group companies and third-party service providers and partners operate around the world. This means that when we collect your personal information we may process it in any of these countries.

However, we have taken appropriate safeguards to require that your personal information will remain protected in accordance with this Privacy Policy. These include complying with the European Commission's standards for transfers of personal information between our group companies, which require all group companies to protect personal information they process from the EEA in accordance with European Union data protection law.

We have implemented similar appropriate safeguards with our third-party service providers and partners and further details can be provided upon request.

- Data retention

We retain personal information we collect from you where we have an ongoing legitimate business need to do so (for example, to provide you with a service you have requested or to comply with applicable legal, tax or accounting requirements).

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize it or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

## 9. Your data protection rights

You have the following data protection rights:

- If you wish to **access, correct, update, transfer or request deletion** of your personal information, you can do so at any time by contacting us using the contact details provided under the "How to contact us" heading below. In addition, if you are a resident of the European Union, you can object to processing of your personal

information, ask us to restrict processing of your personal information or request portability of your personal information. Again, you can exercise these rights by contacting us using the contact details provided under the “How to contact us” heading below.

- You have the **right to opt-out** of marketing communications we send you at any time. You can exercise this right by clicking on the “unsubscribe” or “opt-out” link in the marketing e-mails we send you. To opt-out of other forms of marketing (such as postal marketing or telemarketing), then please contact us using the contact details provided under the “How to contact us” heading below.
- Similarly, if we have collected and processed your personal information with your consent, then you can **withdraw your consent** at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent.
- You have the **right to complain** to a data protection authority about our collection and use of your personal information.

We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws.

#### 10. **Updates to this Privacy Policy**

We may update this Privacy Policy from time to time in response to changing legal, technical or business developments. When we update our Privacy Policy, we will take appropriate measures to inform you, consistent with the significance of the changes we make. We will obtain your consent to any material Privacy Policy changes if and where this is required by applicable data protection laws.

#### 11. **How to contact us**

If you have any questions or concerns about our use of your personal information, please contact our HR Department (for employees and contractors: [hr@alterpharma.be](mailto:hr@alterpharma.be)) or our Legal Department (for other parties: [legal@alterpharma.be](mailto:legal@alterpharma.be)).