

## Confidentiality Policy

This site is intended to inform interested parties about the Patient Support Program "Tanadgoma" (hereinafter - the "Program"), its conditions, as well as to register in the Program of persons wishing to become participants in the Program. You can learn more about the Terms and Conditions of the Program at the link.

The organizer of the Program and the owner of this site is the international pharmaceutical company AstraZeneca (AstraZeneca), which in Georgia is represented by "AstraZeneca UK representative office in Georgia", registered at: Gamrekeli 19, 0160, Tbilisi, Georgia (hereinafter - the "Organizer of the Program").

The Administrator of the Program is LTD "MRJ" a legal entity under the legislation of Georgia, registered (ID code 205286242 ) (hereinafter - the "Program Administrator"). The Program Administrator provides technical and informational support to the Program (including, but not limited to, registration of Program participants), as well as collects, processes and stores personal data collected under the Program. The Program Administrator is the Owner of personal data within the Program and deals with all matters related to such personal data.

What is this Privacy Policy about?

This Privacy Policy (hereinafter referred to as the "Policy") describes what personal information users of the Website and / or Program members may collect, how such information may be used, and the principles on which such information may be used.

This Policy is subject to change, so please check it from time to time to keep up to date. You will be notified of any changes to the Terms, if required to do so by law.

This Policy and all issues related to it are regulated by the law of Georgia. Any disputes arising in connection with this Policy shall be settled through negotiations. If the negotiations have not been successful, any disputes arising in connection with this Policy shall be resolved in the courts of Georgia in accordance with the applicable procedural law of Georgia

### **What is "personal data" and "personal data processing"?**

Personal data - any information about you or about persons you legally represent (children, wards), which allows you to identify yourself or such persons.

Processing of personal data - any actions with personal data (including their collection, use, transfer, including abroad, deletion, depersonalization).

What personal data is processed through the Program website?

The Program Administrator collects and processes personal data of Program participants and persons who contact the Administrator with inquiries about the Program - ie the data that you voluntarily provide about yourself or about a person you legally represent in connection with registration in the Program or in the process of participation in the Program, or by contacting the Administrator with questions about the Program.

Such personal data include:

- Last name, first name, mobile phone number, email address and any other information you provide voluntarily.

Also, as the Program covers only an exhaustive list of medicines, in case of your registration in the Program and in the course of your use of the Program.

The information is limited to data on purchases of medicines on the Program participant's card. In any case, the Program Administrator will not have access to other confidential data regarding the state of health (for example, diagnosis, course of the disease, etc.), except when you independently and voluntarily report such data (for example, as part of your separate request).

By registering in the Program or contacting the Program Administrator with a separate request, you give the Program Administrator your unambiguous consent to the processing of personal data that you voluntarily provide during registration or in your application, under the conditions set out in this Policy.

You can find out about the purposes of data collection and processing, the persons to whom such data may be transferred, and your rights to the personal data provided by you below in this Policy.

In addition, through this website, the Program Organizer and the Program Administrator may access cookies or similar files of website users. You can find out what cookies are and how they can be used below in this Policy.

Why does the Program Administrator collect and process information and personal data?

Information and personal data about you or persons whom you legally represent are collected and processed by the Program Administrator for the full and effective implementation of the Program, including for:

- registration of you or persons whom you legally represent as a participant of the Program;
- enabling the participants of the Program to use the benefits of the Program, including to enable the participants of the Program to receive discounts on medicines included in the Program;
- providing the Program participants with information about the Program or changes in it through communications on contact details provided by the Program participants;
- control over the lawful use of the Program participant's cards - in particular, to minimize the risks of using the Program participant's card with abuse or fraudulent purposes or for the purpose of misleading or any other dubious or illegal purposes;
- responding to your requests.

The information you provide will not be used for other purposes without your specific consent.

Who can access / to whom can the personal data provided by you be transferred?

The owner of personal data provided by individuals in connection with the Program is the Program Administrator. However, in some cases, other companies may be involved in the implementation of the Program (for example, but not limited to, IT providers, website hosting service providers, etc.). These persons may access the personal data provided by you only if it is necessary for the performance of their functions within the Program, and to the extent that it is necessary for the

performance of such functions. In no event shall such persons be entitled to use the personal data provided by you for any purpose other than the performance of their functions under the Program.

In addition, applicable law requires the Program Administrator to provide information about you or those you legally represent in response to lawful and well-founded requests from judicial, law enforcement, and other government agencies.

You agree that you do not need to be notified of any individual transfer of personal data provided by you or access to such data to the above persons.

Personal data may also be transferred to the new administrator of the Program in the event of a change of administrator for any reason (see section "Changing the Owner of personal data" below).

### **Transfer of personal data abroad**

Regardless of the jurisdiction to which personal data may be transferred under the Program, all reasonable and feasible measures will be taken to protect such data and to ensure its proper confidentiality in accordance with the provisions of this Policy. This is realized, in particular, but not exclusively, through careful selection and verification of potential counterparties, the inclusion of relevant provisions in contracts with such counterparties.

### **Change of Owner of personal data**

If in the future for any reason there is a change of the Owner of personal data (Administrator of the Program), you will be notified in any acceptable way: by placing the relevant announcement on the website of the Program or in any public sources and / or by separate direct communications with you. In this case, the personal data provided by you will continue to be processed in accordance with this Policy.

You have the right to withdraw your consent to the processing of personal data at any time (see more in response to the question "Can you withdraw your consent to the processing of personal data?").

What rights do you have regarding the personal data you provide?

At any time you can:

- contact the Program Administrator on any issues related to the processing of personal data within the Program or access to them,
- withdraw your consent to the processing of personal data (see more in response to the question "Can you withdraw your consent to the processing of personal data?");
- apply for protection of their legal rights to public authorities;

You have all rights under the Law of Georgia "On Personal Data Protection", Ref # 5669, 2019 update

By registering in the Program or providing data as part of your separate request, you confirm that you have read and are informed of such rights.

### **Can you revoke your consent to the processing of personal data?**

If you do not want your data to be processed, you can withdraw your consent to the processing of your personal data at any time. To withdraw your consent to the processing, please contact the Program Administrator at the link.

Please note that the withdrawal of consent to the processing of personal data makes it impossible to further participate in the Program and use the card of the Program participant / use the benefits of the Program.

Thus, upon receipt by the Program Administrator of a request for withdrawal of consent to data processing / request for termination of data processing: (i) the Program Participant's account and card will be deactivated (canceled), the Program Participant's card will be unavailable; (ii) the Program Administrator will stop further processing of your data; (iii) for the purpose of documenting and transparently displaying transactions in the Program, the Administrator will keep your notice of revocation and history of transactions on the account specified by you during the term of the Program; (iv) the rest of the data will be deleted to the extent technically possible.

Data processing of persons under 18 years of age.

This website is intended for able-bodied users who have reached 18 years of age.

Any natural person to whom a doctor has been prescribed a medicinal product whose international non-proprietary name is included in the Program may become a participant of the Program, provided that the individual reaches 18 years of age and has full legal capacity of such person. For individuals who have not reached 18 years of age or do not have full legal capacity, participation in the Program is possible only through their legal representatives.

If you are a parent / guardian / custodian and your child / ward has registered with the Program without your consent, you may contact the Program Administrator to resolve this issue by following the link.

### **How is the confidentiality and protection of your personal data ensured?**

The personal data provided by you are processed in strict accordance with applicable law using all necessary commercially justified technical and organizational measures to protect them from accidental loss or destruction, from illegal processing, including illegal destruction or access.

Contacts for personal data inquiries

If you have any questions, comments or requests regarding personal data under the Program, please contact the Program Administrator at the link below: <https://tanadgoma.com.ge/ka/contact>

Use of cookies

This website may use cookies and similar files (hereinafter - cookies) to obtain information about how you use the website of the Program. This allows you to improve the content and functionality of the website.

Most browsers allow you to control the use of cookies on your device (including disabling their use). If you do not want the Program site to use cookies on your device, you can set the appropriate settings in your browser. Please note that after disabling cookies for the Program site, it may not be displayed correctly on your device.

Links to other websites

This website may contain links to other sites that do not apply this Privacy Policy. When you link to other websites, this Policy will not apply to such websites. Please review the privacy and personal data policies of each site before providing any personally identifiable information.

Limitation of liability

The Program Organizer and / or the Program Administrator are not responsible for temporary failures and interruptions in the operation of the website, insufficient quality or speed of providing services for reproduction and demonstration of materials that may result from the actions of the provider or other circumstances beyond our control.

The Program Organizer and / or the Program Administrator are not responsible for the actions of attackers that may lead to unauthorized access to information about you, if such access occurred despite all reasonable efforts to protect the information. In case of technical failures, we will take all possible and dependent measures to promptly restore the site.

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