

My Support Team Service Privacy Policy for Australia

My Support Team is an information and support service provided by service providers engaged by Teva and its related bodies corporate, currently Ascott Sales Integration Pty Ltd in Australia (the “**Service Provider**”). The My Support Team Service is a program funded by Teva Pharmaceutical Industries Ltd. (an Israeli company), the manufacturer of Copaxone®, and its local entities including Teva Pharma Australia Pty Ltd (ABN 41 169 715 664) (referred to as “**Teva**”). This service provides information on multiple sclerosis (MS) and Copaxone® through printed materials and telephone support via nurse advisors.

Teva and the Service Provider may also be referred to in this My Support Team Service Privacy Policy collectively as “**we**”, “**us**” and “**our**”.

As a part of the My Support Team Service, the Service Provider will collect the personal information of participants in the program. In the course of running and providing the My Support Team Service, the Service Provider may disclose some of this personal information to Teva. This My Support Team Service Privacy Policy describes how we will collect, use, handle and disclose personal information obtained during your participation in the My Support Team Service.

For full details as to how Teva handles, collects and uses personal information obtained in all of its other activities, please refer to Teva’s general Australian Privacy Policy.

Please note that this Privacy Policy does not cover the collection of information on adverse events or quality assurance, which you or a nurse may report during your participation in the My Support Team Service. This is instead covered by Teva’s privacy policies for Pharmacovigilance and Quality Assurance, which can be viewed at www.genuse.tevapharm.com/privacynotice or by contacting Teva directly via the contact information below.

Information the Service Providers collect

The Service Provider collects personal information about you when you agree to join the My Support Team Service. The Service Provider collects this information to allow them to contact you, provide you with relevant guidance and advice, and determine the amount of on-going assistance you may need.

The personal data that the Service Provider may collect about you is:

- name;
- age and date of birth;
- gender;
- marital status and family details;
- contact details (phone, address, e-mail, best time to contact);
- doctor and medical centre;
- details relating to medicine being taken and how it is administered;
- medication delivery information;

- details relating to your medical history, included MS diagnosis date, previous treatments, relapse history, mobility level, allergies, MS symptoms at start of treatment and other conditions you may have;
- details of other medicines or remedies you are taking ;
- information provided by you in response to risk questionnaires posed by the Service Provider, such as how often you forget to take your medicine, or ever choose not to take your medication;
- details of your interactions with the Service Provider; and
- other information considered relevant by the nurses and other staff members of the Service Provider to whom you may speak, including information on clinical trial participation, complaints, adverse event notifications and information & service requests.

How do we collect and hold your personal information?

The Service Provider will usually collect your personal information in the following ways:

- directly from you, either in person, in documents or by e-mail; and
- indirectly from you via a health care professional or a family member or other representative.

If you have previously been a member of the My Support Team Service or a different MS support service which Teva or a Service Provider has provided, the personal data you provided previously will have been archived. A Service Provider will retrieve such personal information from the archive when you agree to join the My Support Team Service and sign a consent form consenting to the Service Provider's retrieval and use of your personal information.

Some of this information is considered by law to be "sensitive personal information" about you. This includes any information about your health and, where you provide it, information about your sex life. This information is only processed where relevant and necessary to ensure that you and your family are given the appropriate guidance and support based on your specific circumstances.

We hold personal information in hard copy and electronic files.

If your personal information is no longer needed, we will take reasonable steps to destroy or permanently de-identify it.

Family Members

The Service Provider may collect certain information about your family members as part of the My Support Team Service. This may be, more specifically:

- their name;
- their relationship to you;
- their involvement in your care (especially if they administer the drug to you); and
- details of any contact they may have had with a Service Provider nurse.

The Service Provider collects this information to assist Teva and the Service Provider in providing you with relevant information, support and care.

How the Service Provider will use and may share your information with Teva

In providing the My Support Team Service, the Service Provider may use your information to:

- provide you with care and support during your treatment by phone or e-mail;
- contact you to check your level of treatment satisfaction and to provide further advice where applicable;
- use assessments from our database to assess your risk profile and select an appropriate level of follow-up contact and support; and
- evaluate and improve the service.

Part of the Service Provider's use of the database will be the input of your responses to questionnaires (this may include the Morisky Medication Adherence Scale) into the database, which the system will use to assess your risk of non-adherence. This will recommend particular patient care and determine the frequency of contact provided by the relevant Service Provider.

Your personal information may be pooled and de-identified for use in reports on the activities in the My Support Team Service program and may be provided to healthcare professionals (MS doctors and nurses) and MS societies.

The Service Provider may share your personal information with the healthcare professionals and MS societies involved in your care. They may also share your information with regulatory authorities and with Teva or a Teva affiliated company. Teva or a Teva affiliated company may use your information to:

- ensure continuity of care in the event it selects a new provider for the My Support Team Service; and
- provide information to other service providers who may be involved in non-medical elements of the My Support Team Service, such as providing patient support materials.

Teva does not currently receive any information about you other than your name, contact details and your participation in the My Support Team Service. It will only process this information for the purposes listed above.

Why does the Service Provider collect personal information and what are the consequences of not providing the information requested?

The Service Provider collects personal information about you for the provision of the My Support Team Service and to meet our obligations to you. Our ability to meet our obligations and to provide the My Support Team Service to you will be adversely affected if you do not provide the requested personal information, or if the information you provide is incomplete or inaccurate.

International transfers

The Service Provider may share your personal information with Teva or a Teva affiliated company. As part of a global pharmaceutical company, Teva may disclose your personal information to a Teva affiliated company located overseas, including Israel and the United States.

Teva and its affiliates have entered into agreements with third party suppliers to host and provide technical support to the MS Care database as referred to below.

Teva has agreed with Oracle Australia to host the MS Care database in the data centres of its affiliate, Oracle America Inc., in the United States. Oracle America Inc. is Safe Harbor certified and has received a TRUSTe Safe Harbor Seal. More details on Oracle America Inc's data protection compliance can be found at <http://www.oracle.com/us/legal/privacy/services-privacy-policy/index.html>.

Teva has also agreed to obtain technical and administrative support for its MS Care database from Teva Pharmaceutical Industries Ltd. and its sub-contractor ExScientia Ltd. Both of these companies are based in, and will process your personal information in, Israel.

How secure and accurate is your personal information?

We will take reasonable steps to ensure that all personal information we hold is:

- a) accurate, complete, up-to-date, relevant and not misleading;
- b) stored in a secure environment; and
- c) protected from misuse, interference and loss as well as unauthorised access, modification or disclosure.

If any of your details change, please let us know as soon as possible by using the contact details below so we can maintain the accuracy of your personal information.

How can you access and correct your personal information?

We seek to ensure that all personal information collected is accurate and complete. You have a right to access personal information we hold about you.

We will comply with any request to access your personal information that you send us except where the Privacy Act or the APPs allow us to refuse to do so. There is no fee for making a request to access your personal information but we may charge a fee for giving you access to your personal information in a mutually agreed format, usually by sighting the accessible information held on file. You also have the right to ask us to correct information about you that is inaccurate, incomplete, out-of-date, irrelevant or misleading. If we refuse to correct your personal information as requested, we must:

- notify you in writing of the reasons for the refusal (unless it would be unreasonable to do so) and how to complain of the refusal; and
- upon request from you that we associate a statement that the information is inaccurate, incomplete, out-of-date, irrelevant or misleading, take such steps as are reasonable in the

circumstances to associate such a statement so that it will be apparent to users of the information.

Links to other websites

The Teva website may contain a link to third party websites. The links are provided for convenience only and we are not responsible for the content or material contained in, or obtained through, any third party website or for the privacy practices of the third party website. We suggest that you review the privacy policy of each website that you visit.

Our links to the linked websites should in no way be construed as an endorsement, approval or recommendation by us of the owners or operators of the linked website or of the content, products or services contained on or referred to by the linked websites.

Contact Information

Australia

Your data is collected in Australia by Ascott Sales Integration Pty Ltd, a company which provides contract sales force and nurse advisor solutions, whose principle place of business is at:

Ascott Sales Integration Pty Ltd

Ground Floor
174 Willoughby Rd
Crows Nest NSW 2065

If, at any time, you have questions, concerns or complaints about Ascott, please contact:

Email: nurseadvisor@mysupportteam.net.au

Post: My Support Team
Reply Paid 85984
Crows Nest
NSW 1585

If you have any questions or complaints about how Teva handles your personal information in relation to the My Support Team Service, you can contact Teva as follows:

Post: Teva Pharma Australia Pty Ltd
Locked Bag 2053
North Ryde, NSW 1670

E- mail: privacy.au@tevapharm.com

Phone: +61 2 8061 9900

We will consider and respond to any complaint notified to us within a reasonable time, usually 30 days. We will always endeavour to resolve any complaint to your satisfaction.

Australian Information Commissioner

If you are not satisfied with the way in which we handle your enquiry or complaint, you can contact the Office of the Australian Information Commissioner on Tel: 1300 363 992 or e-mail: enquiries@oaic.gov.au.

Changes to the My Support Team Service Privacy Policy

This is our current My Support Team Service Privacy Policy outlining our personal information management practices in relation to the My Support Team Service. This Policy replaces any other My Support Team Service privacy policy published by us to date. We may vary this policy from time to time. We encourage you to review the Teva website regularly to ensure that you are aware of our current Privacy Policy.