

“Contact Us” Privacy Notice

Novo Nordisk is required by law to protect your personal data. This notice will explain how we process (for example, collect, use, store and share) your personal data when you contact us through our 400 customer service hotline (400-810-2299/800-810-2299), the contact form on our website or any other customer service channel. We will process your personal data in accordance with this notice and applicable laws.

1. Who are we?

The company responsible for processing your personal data is:

Novo Nordisk (China) Pharmaceuticals Co., LTD

Address: 5th Floor, Tower 3, Lei Shing Hong Center, No. 8, Guangshun South Street, Chaoyang District, Beijing

Postal Code: 100102

Or

Novo Nordisk (Shanghai) Pharma Trading Co., LTD

Address: Room A-1018, No. 188 Yesheng Road, Lingang New Area, China (Shanghai) Pilot Free Trade Zone

Postal Code: 200135

If you have any questions or concerns about how we process your personal data, please feel free to contact Novo Nordisk 's legal entity in China (email address: china-privacy@novonordisk.com).

2. How do we collect your personal data?

When you call our 400 customer service hotline (400-810-2299/800-810-2299), send us an email, or contact us through any other customer service channel (for example, by calling the hotline to ask for information or report product issues), we will directly collect your personal data from you.

3. Why do we process your personal data?

We will process your personal data in response to your request for information or complaint, or to handle your request for a replacement or support. You are not obligated to provide us with your personal data. If you do not wish Novo

Nordisk to use your personal data, we will be unable to respond to your request or complaint.

We will also process your personal data to monitor product safety and comply with the pharmacovigilance obligations stipulated by applicable laws. For such processing activities, you can refer to Section 7 and the "[Notice of personal data processing related to safety information](#)" for more information.

4. What personal data of yours do we process?

For the purposes described in Section 3 above, we will process the following personal data you provide to us:

- Basic information (name, age, gender, address, telephone number, etc.)
- Your health data (health condition, medication records, etc)
- Data about your questions, requests or complaints, as well as our responses
- Other data that you voluntarily provide to us

Some of the content in the above data (such as health conditions and medication records) falls under the category of sensitive personal data as stipulated by applicable laws. The purpose of our processing these sensitive personal data is to respond to your requests or complaints and/or to comply with legal obligations. We have taken necessary security measures to protect the security of this data. If you do not provide us with such data, we may not be able to respond to your request or complaint.

5. Why does the law allow us to process your personal data?

We process your personal data on a legal basis. According to the law, we may process your personal data under the following circumstances:

- When you call the 400 customer service hotline or contact us through other channels, you consent to our processing of your personal data.
- Or

- The processing can be necessary for our compliance with a legal obligation (depending on the type of data you provide).

6. How will we share your personal data?

We may share your personal data with:

- Novo Nordisk A/S of Denmark
- Regulatory authorities
- Suppliers or vendors that assist our company (e.g., customer services, consultants, IT service providers, financial institutions, law firms)

7. When will we transfer your personal data outside of China?

In principle, we will store the personal data collected and generated in China within the territory of China.

In order to perform the pharmacovigilance and adverse event monitoring and reporting obligations mandated by applicable law in China and other countries, when any safety issues related to Novo Nordisk products arise, Novo Nordisk needs to collect relevant safety information. Furthermore, if applicable, the following information need to be transferred to overseas:

- Patient ID, gender, date of birth, age, nationality, height, weight, body mass index (BMI) value, medical history, allergy history, lifestyle habits, adverse event reports or descriptions, treatment records, medication records, diagnostic and test results, hospitalization records

The foregoing information will be shared with Novo Nordisk A/S and stored offshore, be processed by third-party service providers located abroad or involving cross-border access. Before such cross-border data transfer, we will implement de-identification and other security measures to protect your personal data.

If you have any questions regarding the cross-border transfer of your personal data or would like to exercise any of your rights, you can contact us via email china-privacy@novonordisk.com, or contact Novo Nordisk A/S of Denmark through the following contact information:

- Address: Novo Alle 1 DK-2880 Bagsvaerd, Danmark
- E-mail: privacy@novonordisk.com

8. How long will we keep your personal data?

We will keep your personal data for the following period of time:

- Data related to general inquiries or requests will be retained for 5 years
- 12 years for data relating to technical complaints
- For data related to side effects we will keep the data for a minimum of 10 years after the withdrawal of the product

9. What rights do you have?

Regarding our processing of your personal data, you enjoy the rights stipulated in the Personal Data Protection Law, including the following rights:

- You can get an overview of what personal data we have about you
- You can obtain a copy of your personal data
- You can get an update or correction to your personal data
- You can have your personal data deleted or destroyed
- You can have us stop or limit processing of your personal data
- If you have given consent for us to process your personal data (see Section 5), you can withdraw your consent at any time. Your withdrawal will not affect the lawfulness of the processing carried out before you withdrew your consent
- You can submit a complaint about how we process your personal data to a Data Protection Authority

Under applicable law, there may be limits on these rights depending on the specific circumstances of the processing activity. Contact us if you have questions or requests relating to these rights.