

# Privacy Statement

We, NOVO NORDISK PHARMA (MALAYSIA) SDN. BHD. and NOVO NORDISK A/S (collectively, "NOVO NORDISK") take the protection of your personal data very seriously. Therefore, we would like you to know which data we maintain and which data we discard. With this privacy statement, we would like to inform you about our security measures.

## Collection of Data

When you use our website, certain data may be stored for various security purposes. Such data may include the name of your Internet service provider, the website that you used to link to our site, the web sites that you visit from our site, your IP address and/or your approximate geographic location. This data could possibly lead to your identification, but for purpose of this website we do not use it to do so. We do use the data from time to time for statistical purposes but maintain the anonymity of each individual user so that the person cannot be identified. In cases when personal data is provided to us on your enquiries to us (only where such action is permissible under the laws of Malaysia), or for other purposes you have authorized, we rely on technical and organizational means to assure that applicable data security regulations are followed.

## Collection and processing of personal data

We may collect personal data only when you provide it to us, through registration, completion of forms or e-mails, as part of inquiries or requests about materials being ordered and similar situations in which you have chosen to provide the information to us. Through the use of the 'Locate an Expert' Tool, only your approximate location would be collected but any of your other identifiable personal data shall not be received.

By communicating with us through these means, you hereby consent for NOVO NORDISK and/or its authorized third party agents to collect, store, process and use your personal data. The database and its contents remain at our company and stay with data processors or servers acting on our behalf and responsible to us. Your personal data will not be passed on by us or by our agents for use by third parties in any form whatsoever, unless we have obtained your consent or are legally required to do so.

We will retain control of and responsibility for the use of any personal data you disclose to us. Some of this data may be stored or processed at computers located in other jurisdictions, which may outside of Malaysia, whose data protection laws may differ from the jurisdiction in which you live. In such cases, we will ensure that appropriate protections are in place to require the data processor in that country to maintain protections on the data that are equivalent to those that apply in the country in which you live.

## Purposes of Use

The data we collect will only be used for the purpose of supplying you with the requested information or services or for other purposes for which you have given your consent, except where otherwise provided by law.

## Right of Access and Correction

You have the right to review and amend any personal data stored in our system if you believe it may be out of date or incorrect. Please send an e-mail to the address given under the contact details of the Privacy Officer below.

## Right of Cancellation

You have the right at any time to withdraw your consent to the use of your personal data in the future. You may send an e-mail to the address given under the contact details of the Privacy Officer below.

## Data Retention

We only retain personal data for as long as is necessary for us to render a service you have requested or to which you have given your consent, except where otherwise provided by law (e.g. in connection with pending litigation).

## Use of Cookies

This website uses so-called “**Cookies**”. Cookies are small text files that are stored in the visitor’s local browser cache. Using such cookies it is possible to recognize the visitor’s browser in order to optimize the website and simplify its use.

We use two categories of Cookies: (1) Necessary Cookies required for technical purposes, without which the functionality of our website would be reduced, and (2) Optional Cookies:

## Web analysis

Our website uses Google Analytics, a web analysis service of Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, United States (“Google”).

Based on your prior consent, Google will analyse your use of our website on our behalf. To this purpose, we use, among others, the Cookies described in more detail in the above table. The information collected by Google in connection with your use of our website (e.g. the referring URL, which of our webpages you visit, your browser type, your language settings, your operating system, your screen resolution) will be transmitted to a server of Google in the US, where it will be stored and analysed; the respective results will then be made available to us in an anonymised form. In this process, your usage data will not be connected to your full IP address. We have activated on our website the IP anonymising function offered by Google, so that the last 8 digits (type IPv4) or the last 80 bits (type IPv6) of your IP address are deleted. Moreover, Google is certified under the EU-US [Privacy Shield](#), which the European Commission has judged as ensuring an adequate level of data protection with respect to the processing of data by Google in the US.

You may withdraw your consent to the use of web analysis at any time either by downloading and installing a [Browser Plugin](#) offered by Google or by managing your consents in the [table above](#), whereby an opt-out cookie will be set. Both options will prevent the use of web analysis only if you use the browser on which you installed the plugin or if you do not delete the opt-out Cookie.

For further information on Google Analytics please refer to the [Google Analytics Terms of Service](#), the [Google Analytics security and privacy principles](#), and the [Google Privacy Policy](#).

## Security

NOVO NORDISK A/S uses technical and organizational security precautions to protect your data from manipulation, loss, destruction or access by unauthorized persons. Any personal data that is provided to NOVO NORDISK A/S by you will be encrypted in transit to prevent its possible misuse by third parties. Our security procedures are continuously revised based on new technological developments.

## Children / Individuals below age of Majority

In light of the importance of protecting children’s (or any other individual below the age of majority) privacy, we do not collect, process or use on our website any information relating to an individual whom we know to be under 18 years old without the prior, verifiable consent of his or her legal representative. Such legal representative has the right, upon request, to view the information provided by the child and/or to require that it be deleted.

## Contacts

If you have any problems, questions or ideas, please contact the following persons:

### Data Protection Officer:

Novo Nordisk Pharma (Malaysia) Sdn Bhd  
Menara 1 Sentrum, Level 16  
No. 201 Jalan Tun Sambanthan  
50470 Kuala Lumpur  
Tel: +60 3 2267 7326  
Email: [privacymy@novonordisk.com](mailto:privacymy@novonordisk.com)

The constant development of the internet requires occasional adjustments to our privacy statement. We retain the right to make changes when necessary.