

Notice of Privacy

Last revision: September 2020

General privacy statement

At F. Hoffmann-La Roche Ltd ("Roche"), we are committed to protecting your personal information. This Privacy Notice describes the types of personal information Roche may collect; the means by which Roche may collect, use or share your personal information; the steps Roche takes to protect your personal information; and the choices provided to you regarding the use of your personal information.

This Notice applies only to Roche websites that have links to this Notice. Our websites may also contain links to third party websites. We do not endorse or are responsible for the content of third-party websites or resources, and our Privacy Notice does not apply to any site that is not associated with Roche, even if you access them through a link on our portal. You should review the privacy policies of any third party website before providing any information.

For the purposes of this Privacy Notice, "personal data" refers to any information by which you can be individually identified, directly or indirectly, which includes, but is not limited to: your name, address, email address and phone number.

Minors

This site is not designed or intended for use by persons under 18 years of age. We do not knowingly collect any personal data from persons under 18 years of age on this website without the prior verified consent of a parent or guardian. Said parent or guardian has the right, upon request, to consult the information provided by the minor and request that it be deleted. In addition, any minor must require the authorization of their parent or guardian before using or disclosing any personal data on this website or online resource.

Identity and contact details of the person in charge of managing the data

The data controller is F. Hoffmann-La Roche Ltd, Grenzacherstrasse 124, CH-4070 Basel, Switzerland.

For this reason, the representative for Central America and the Caribbean of F. Hoffmann-La Roche Ltd is Roche Servicios SA, a company domiciled in Heredia, Costa Rica.

You can contact us as those responsible for data protection and administration by email at cac.legal_compliance@roche.com

How and why do we process your personal data?

On this website, we may request personal data about you. Some examples of personal information that we may collect that directly identify you are your name, contact information, email address, and other information, in combination with these identifiers. We may also collect certain personal information that does not directly identify you by name, but that could be used to identify access to our page from a specific computer or device.

On our websites, we process your personal data for multiple reasons, including the following:

- Respond to your requests or inquiries;
- Complete a transaction;
- Personalize your experience;
- Analyze and measure the performance of the website;
- Register and monitor adverse events and other activities related to pharmacovigilance; and
- Maintain the website, including for security purposes.

In various parts of our website, you are asked for personal information if you choose to access it, including surveys, registration and content sharing features (ie, "email to a friend" links). Roche and its business partners (such as service providers or other third parties who provide certain services to Roche) collect this information only if you choose to voluntarily provide it to us. Please note that certain features on this page may not be available if you decide not to provide certain personal information. Any personal information that you provide to us on our websites will be used in accordance with this Privacy Notice.

Cookies and other trackers in networks

Our websites and online resources also collect other basic data about you that does not directly identify you, but which may correspond to you or a specific device. We use some of that data to enable our websites to function, to learn more about how our websites and online resources are used and to improve and administer the site. We also use this data to be able to provide you with information that is tailored to your interests and preferences, in accordance with your use of the portal. For example, we may collect the IP address that your internet service provider has assigned to your computer. This address may change each time you connect to the internet ("dynamic" IP address), or it may remain the same ("static" IP address). In most cases, this information is collected automatically, for our legitimate business interest. In some jurisdictions, we ask for your consent before collecting such information, in which case the option will appear for you to authorize the collection and use of this type of information. For more information, see our Cookie Notice.

Certain browsers and other programs may be used to indicate to Roche your preferences regarding how and whether Roche or third parties may collect information about your online activities. Roche does not currently respond to these signals.

Use of data for marketing

We do not sell or transfer your personal data to any unaffiliated entity for their direct commercial use, unless we clearly communicate it to you and obtain your express consent. We hire advertising companies to place ads on other websites. These companies may use data about your visits to this and other websites to measure advertising effectiveness and to display advertisements about our products and services that may be of interest to you. For more information about this practice and your options to unsubscribe, see our [Cookies Policy](#).

Disclosure of information / Recipients of personal data

Recipients of your personal data

We may share your personal data with Roche affiliates around the world, which will use it for the same purposes as Roche. A list of Roche affiliates can be found in the current annual report, found in the Investors section of > www.roche.com/

In addition, we may share your personal data with external third parties, including service providers, for the following purposes:

- Help conduct Roche business transactions;
- Carry out technical maintenance on our websites and other web platforms;
- Facilitate the merger, consolidation and transfer of control, or other corporate reorganization, in which Roche participates, or pursuant to a financial arrangement agreed by Roche;
- Respond to requests from legitimate government authorities, or if required by current laws, court orders or government regulations; Y
- Where necessary for corporate audits or to investigate or respond to a claim or security threat.

International transfers of your personal data

All the personal data that you provide us through your use of this website may be transferred or stored in a geographic region with different obligations regarding privacy, with respect to your country of origin. Likewise, it is possible that in the exchange of data between the Roche Group, business partners and service providers, your personal data will be transferred to countries that do not provide the same level of protection as that provided for Central America and the Caribbean. For which, we guarantee that the transfer of the data and its due protection will be carried out according to Law 8968 of Costa Rica and its due regulations.

Storage period of your personal data

The period of time for which we will store your personal data will vary depending on the purpose for which it was collected and processed. In most cases, we will retain your data for a period of three (3) years from our last interaction with you. However, if required by law, we may keep your data for a longer period. For example, pharmacovigilance reports are kept for a minimum period

of 10 years after the product is withdrawn from the market in the last country where the product was marketed.

Information about your rights in relation to your personal data

Your personal data is protected by Law 8968 on Protection of the Person Against the Treatment of Personal Data in Costa Rica; consequently, you have the right to request information on the personal data that has been stored and processed by Roche.

In addition, you can rectify, update, cancel and / or delete your personal data at any time, for which, you will have to make the request through the person responsible for the processing of your personal data from Roche.

In the event that you believe or have the impression that our data processing does not comply with Costa Rican Law 8968, you have the right to file a complaint with the responsible supervisory authority.

Security of the information

Roche and its service providers and collaborating partners take prudent measures to protect the personal data that we access or receive through this website from loss, inappropriate use, unauthorized access, disclosure, alteration or destruction. However, Roche does not guarantee the security of your personal data and disclaims, to the extent permitted by law, all liability and damage caused by loss, inappropriate use, unauthorized access, disclosure, alteration or destruction. We recommend that you take all available precautions to protect the personal data that you submit through the site.

Updates to this Privacy Notice

We may regularly review this Privacy Notice. All modifications made to it will be reflected on this page. Roche recommends that you review this Privacy Notice periodically to identify changes. The date of the last revision of this Notice is at the top of this page.