

## Facebook Community Guidelines and User Information

Dear User,

You are on the corporate Facebook channel of Fresenius Kabi AG. Fresenius Kabi is a global healthcare company that specializes in lifesaving medicines and technologies for infusion, transfusion and clinical nutrition.

With this Facebook channel we would like to inform you and your friends and family about different clinical pictures like cancer, diabetes or liver insufficiency as well as about health topics such as enteral and parenteral nutrition. Our goal is to give you as much information as we can to support you in your daily life with your disease.

Our Facebook channel is intended to be a platform for exchange and dialogue. We welcome open discussions, comments, pictures, videos or links.

Fresenius Kabi works in a regulated industry. For this reason, we cannot talk about certain topics, such as prescription drugs. We also do not talk about and/or judge other companies or their products.

If you have questions, we will gladly answer them from Monday to Friday 9 a.m. to 6 p.m. For all questions and messages that reach us outside of these hours, we will reply as soon as possible during the next business day.

### **Please Note**

The Fresenius Kabi corporate channel serves as platform for exchange. We look forward to open discussions and comments, pictures, videos or links. Nevertheless, we are legally obliged to delete your post in the following instances:

1. Anything that may constitute medical advice
2. Spam or promotion of other service/product, or links to other sites
3. Discriminatory or derogatory comments
4. Politics & religion
5. Profanity or personal attacks
6. Promotion of illegal activity
7. Infringement on copyrights or trademarks
8. It promotes an unauthorized indication
9. It serves business or commercial purposes
10. It contains protected, confidential, sensitive or nonpublic information
11. It doesn't follow the guidelines of Facebook and the conditions of use

We will actively review all of your comments. If you repeatedly post content that falls into these categories, you may be prevented from participating further on this page, and/or reported to Facebook. We ask you to be respectful when interacting with others on this channel.

### **Moreover, You Should Know**

Discussion of medical and health topics should never be construed as medical advice. You are advised to contact a health care professional in your area if you need medical advice.

If you wish to report adverse drug reactions (also known as side effects) of a Fresenius Kabi pharmaceutical product or medical device, please contact our safety departments:

Pharmaceutical products:

24-hours phone service: +49 6172 686 0

E-mail: [pharmacovigilance@fresenius-kabi.com](mailto:pharmacovigilance@fresenius-kabi.com)

Medical Devices:

24-hours phone service: +49 6172 686 0

E-mail: [medicaldevice-vigilance@fresenius-kabi.com](mailto:medicaldevice-vigilance@fresenius-kabi.com)

If you wish to report side effects of products of other companies, please contact them.

### **Scope and Liability**

The articles on our Facebook channels are being selected with extreme care. However, Fresenius Kabi cannot guarantee that the information is accurate, complete, reliable, useful, timely or current. Content is consumed at your own risk. Do not rely on the information or advice in any of these postings.

Please keep in mind that Fresenius Kabi neither creates, controls, represents nor endorses any opinions or statements expressed by others on this channel, including those that follow/like Fresenius Kabi and those followed/liked by Fresenius Kabi and that any content posted by anyone other than Fresenius Kabi is the responsibility of the submitter and not Fresenius Kabi.

### **Links**

Links that take you out of our social media channels, websites, and digital assets are not under the control of Fresenius Kabi, and Fresenius Kabi is not responsible for the terms and conditions, privacy policy or content of any such site or any further links from that site. Fresenius Kabi is providing these links to you only as a convenience, and the inclusion of any link does not imply endorsement of the linked site by Fresenius Kabi. Also, please keep in mind that if Fresenius Kabi follows another user's account, "likes" another page, re-tweets, "favorites," shares or otherwise re-posts another user's content, such an action does not constitute an endorsement.

### **Copyright**

The content on this Facebook channel is protected by copyright. Downloads and copies are only allowed for private and non-commercial purposes.

### **Data protection information**

#### **1. Responsibility/Contact**

##### **Responsibility of Fresenius Kabi**

Controller within the meaning of Art. 4 No. 7 GDPR with regard to the processing of personal data described below under sections 2 and 3, is:

Fresenius Kabi AG

Else-Kröner-Straße 1  
61352 Bad Homburg  
Germany

For all questions regarding data protection at Fresenius Kabi, please contact our data protection officer at the following e-mail address:

[dataprotectionofficer@fresenius-kabi.com](mailto:dataprotectionofficer@fresenius-kabi.com)

## **Responsibility of Facebook**

Please be aware that for obtaining the insights, Fresenius Kabi is jointly with Facebook, controller of the activities. For all other processing of personal data related to Facebook, Facebook Ireland Ltd, 4 Grand Canal Square, Grand Canal Harbour, Dublin 2 Ireland, is the responsible controller.

Facebook's privacy policy is available at:

<https://www.facebook.com/about/privacy>

## **2. We collect and use your personal data...**

### **...to answer your inquiries you sent to us by direct message.**

We process your personal data in order to be able to answer your inquiries sent to us by means of a direct message.

To do this, we always process your name as selected by you for your Facebook user account. In addition, we process all personal data that you send us with your direct message.

In order to answer your inquiry correctly, we will redirect it to the relevant department within the Fresenius Group, which can best answer the respective inquiry. An answer to the inquiry will either be sent by the relevant department of Fresenius or we will send the answer formulated by the department directly via direct message via Facebook.

We store your data for as long as it is necessary to answer your inquiry. So until you receive the last relevant message from us to answer your query, plus a 6-month transition period so that we can respond if you have any further or follow-up questions.

We process your personal data on the basis of our legitimate interests in being able to answer your inquiries, as well as the fact that your interests, rights and freedoms do not override this interest, Art. 6 para. 1 lit. f GDPR.

### **...to follow up and report on posted adverse events.**

As a pharmaceutical manufacturer, Fresenius Kabi AG is legally obliged to collect, document and report your posts on our Facebook fan page to the responsible health authorities if they describe events relevant to drug and medical products safety.

This message may also contain personal data about you if you have published it in your posts.

We store this data for the duration of the legal retention period in accordance with the legal obligations existing in the respective countries, which also determine the duration of the respective retention. In the European Union, these include inter alia Section 63c of the German Medicines Act and Article 24 of Regulation (EC) No. 726/2004.

We process your data to fulfil this legal obligation to which Fresenius Kabi AG is subject, Art. 6 para. 1 lit. c GDPR, and the fact that you have published this information yourself in the form of a posting on Facebook, Art. 9 para. 2 lit. e GDPR.

### **...to gain insights in our and your online presence.**

Together with Facebook, we have the possibility, with the help of profiles made available by Facebook, to produce statistics on your visits, interaction and content of the respective online presence.

These statistics are anonymous to Fresenius Kabi and do not enable Fresenius Kabi to identify individual visitors. The criteria offered for selection to us entails inter alia trends in terms of age, gender, relationship and occupation, centers of interest, and geographical data.

We use these statistics in order to adapt our online presence on Facebook to best suit the preferences and interests of its users.

We process your data based on our legitimate interest in providing an adequate online presence which meets the demands of the users, and the fact that this interest is not outweighed by your interests, rights and freedoms, Art. 6 sec. 1 lit. f GDPR.

### **3. We share your data...**

#### **...in parts or as a whole within the Fresenius Group**

The information you provide may be forwarded to the following third parties:

- Companies of the Fresenius Group, an overview of these companies can be found below:
  - <https://www.fresenius-kabi.com/company/locations-worldwide>
  - <https://www.fresenius.com/worldwide>
  - <https://www.fresenius.com/contacts>
  - <https://www.freseniusmedicalcare.com/en/contact>
  - <http://www.helios-international.com/hospitals.html>
  - <https://www.vamed.com>

We may transfer your personal data in parts or as a whole to recipients in third countries, which are not Member States of the European Union, or international organisations. Such countries / international organisations are other Fresenius entities which process your personal data for the purposes listed above. You can find an overview of the locations in which Fresenius is active here: [www.fresenius.com/worldwide](http://www.fresenius.com/worldwide).

#### **...where we engage service providers**

Processors who process data as service providers for Fresenius Kabi in accordance with Fresenius Kabi's instructions, including international platform and hosting providers and providers of management tools for social networks, including Facebook, to accomplish our purposes based upon our instructions. Except for Facebook, these providers are not allowed to process your personal data for their own purposes.

The European Commission has determined an adequate level of data protection to be in place that matches the level of data protection within the European Union for the following countries / international organisations in which Fresenius entities are established: Argentina, Canada, New Zealand, Switzerland or Uruguay.

With regards to data transfers to all further countries we have provided appropriate safeguards in order to secure your personal data to a degree that equals the level of data protection in the European Union. Such safeguards include so-called model contracts issued by the European Commission (you can obtain a copy of these [here](#)), a consent by the data subject (in which case the respective consent is provided by you) or a certification under the EU-U.S. Privacy Shield Frameworks (you can find more information on the framework [here](#)).

### **4. You have the right to...**

#### **...obtain information**

You have the right to obtain from Fresenius Kabi confirmation as to whether or not personal data concerning you is being processed, and where that is the case, access to the personal data. You can submit an application by post or e-mail to the above address.

### **...get your data rectified**

You have the right to request from Fresenius Kabi the rectification of inaccurate personal data concerning you. Please contact the above addresses.

### **...ask for erasure**

You have the right to request from Fresenius Kabi the erasure of personal data concerning you under the prerequisites put up in Art. 17 GDPR. These prerequisites inter alia provide a right to erasure, if data is not necessary for the purpose it was collected for, in case of an unlawful processing of personal data, if the personal data have to be erased for compliance with a legal obligation in Union or Member State law to which Fresenius Kabi is subject, or if you have withdrawn your consent and there is no other legal ground for the processing. To exercise the aforementioned right, please contact the above addresses.

### **...have your data restricted or processing**

You have the right to request from Fresenius Kabi the restriction of processing if the prerequisites of Art. 18 GDPR apply. This right exists inter alia, if the accuracy is contested by you, for a period enabling Fresenius Kabi to verify the accuracy of personal data, if the processing is unlawful and you contest erasure and demand restriction of their use instead. To exercise the aforementioned right, please contact the above addresses.

### **...data portability**

You have the right to receive your personal data, which you have provided to Fresenius Kabi, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller without hindrance from Fresenius Kabi under the prerequisites of Art. 20 GDPR.

### **...object to the processing**

**You have the right to object, on grounds relating to your particular situation, at any time to processing of personal data concerning you which is based on Art. 6 sec. 1 lit. e or f GDPR, according to Art. 21 GDPR. We will no longer process your personal data unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms or are necessary for the establishments, exercise or defence of legal claims.**

### **...lodge a complaint**

You also have the right to lodge a complaint with a European supervisory authority.

For Fresenius Kabi this is the [Hessische Beauftragte für Datenschutz und Informationsfreiheit](#).

For Facebook this is the [Irish Data Protection Officer](#).

or our Data Protection Officer

For Fresenius Kabi, this is:

Fresenius Kabi AG Data Protection Officer

Else-Kröner-Straße 1

61352 Bad Homburg

Germany

[dataprotectionofficer@fresenius-kabi.com](mailto:dataprotectionofficer@fresenius-kabi.com)

## **5. You can contact us**

### **...for questions on drug safety / medical device safety**

If you have any questions regarding drug safety, please contact our Drug Safety Department:

24-hour hotline: +49 6172 686 0

E-Mail: [pharmacovigilance@fresenius-kabi.com](mailto:pharmacovigilance@fresenius-kabi.com)

If you have any questions regarding the safety of medical devices, please contact our Medical Device Safety Department:

24-hour hotline: +49 6172 686 0

E-Mail: [medicaldevice-vigilance@fresenius-kabi.com](mailto:medicaldevice-vigilance@fresenius-kabi.com)

**...to execute the above-mentioned rights and/or for general inquiries:**

Fresenius Kabi AG

Else-Kröner-Straße 1

61352 Bad Homburg

Germany

[socialmedia@fresenius-kabi.com](mailto:socialmedia@fresenius-kabi.com)

We hope you enjoy our channel!

Your Fresenius Kabi Team