Liaison Program Privacy Policy for Australia

Liaison Program is an information and support service provided by service providers engaged by Teva and its related bodies corporate, currently Lifescreen Australia Pty Ltd in Australia (the “Service Provider”). The Liaison Program is a program funded by Teva Pharmaceutical Industries Ltd. (an Israeli company), the manufacturer of Lonquex®, and its local entities including Teva Pharma Australia Pty Ltd (ABN 41 169 715 664) (referred to as “Teva”). This service provides information on neutropenia and Lonquex® through printed materials and telephone support via nurse advisors.

Teva and the Service Provider may also be referred to in this Liaison Program Privacy Policy collectively as “we”, “us” and “our”.

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

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 by clicking here.

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 Liaison Program. This is instead covered by Teva’s privacy policies for Pharmacovigilance and Quality Assurance, which can be viewed by clicking here 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 Liaison Program. 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;
• 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, including neutropenia diagnosis date, previous treatments, relapse history, mobility level, allergies, neutropenia 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 healthcare professional or a family member or other representative.

If you have previously been a member of the Liaison Program, 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 Liaison Program 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. 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 Liaison Program. 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 Liaison Program, 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.

Your personal information may be pooled and de-identified for use in reports on the activities in the Liaison Program and may be provided to healthcare professionals (oncology doctors and nurses).
The Service Provider may share your personal information with the healthcare professionals 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 Liaison Program; and
- provide information to other service providers who may be involved in non-medical elements of the Liaison Program, such as providing patient support materials.

Teva does not currently receive any information about you other than your initials and your participation in the Liaison Program. 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 Liaison Program and to meet our obligations to you. Our ability to meet our obligations and to provide the Liaison Program 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.

**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 are as 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**

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

**Lifescreen**  
14 Giffnock Avenue  
Macquarie Park  
NSW 2113  
Australia

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

Email: liaison@lifescreen.com.au  
Post:  
Lifescreen  
14 Giffnock Avenue  
Macquarie Park  
NSW 2113  
Australia

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

Post: Teva Pharma Australia Pty Ltd  
Locked Bag 2053  
North Ryde, NSW 1670  
Email: privacy.au@tevapharm.com  
Phone: +61 2 8061 9901

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 Liaison Program Privacy Policy**

This is our current Liaison Program Privacy Policy outlining our personal information management practices in relation to the Liaison Program. This Policy replaces any other Liaison Program 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.