

# PRIVACY POLICY AOP-HEALTH.COM

Thank you for your interest in our company. The protection of your personal data is particularly important to us, and we take your rights to privacy, data protection and informational self-determination in particular very seriously. For this reason, we process your data in accordance with the EU General Data Protection Regulation ("**GDPR**") and any local data protection provisions. With this privacy policy, we are happy to inform you about what data we process about you when you visit our website aoh-health.com.

## 1. GENERAL INFORMATION

### 1.1. Who are we?

Controller in the sense of the GDPR is AOP Orphan Pharmaceuticals GmbH, Leopold-Ungar-Platz 2, 1190 Vienna (Austria), Tel.: + 43 1 503 72 44 („**we**", „**us**"). In addition we have appointed a data protection officer according to Art 37 Abs 4 GDPR: **Christian Zange**, [data-protection@aoporphan.com](mailto:data-protection@aoporphan.com)

## 2. PERSONAL DATA, PURPOSES AND LEGAL BASIS

### 2.1. Contact

When you contact us – e.g. by e-mail, telephone or via the contact form – we process the personal data provided: Typically, this is your name, contact details (e.g. telephone number and/or email address) and the content of your request. The processing is necessary in order to deal with your enquiry and to reply to you. It is therefore carried out within the framework of our (pre-) contractual obligations towards you pursuant to Art 6 Para 1 lit b GDPR.

If you send us any material (e.g. scans of documents, invoices or images) when contacting us, we will also process the personal data contained therein. If these documents contain data of third parties, it is your responsibility to inform the respective data subject about the disclosure of the data and to ensure that the transmission is based on an appropriate legal base.

The processing of this data is not legally required. However, we cannot properly process and respond to your enquiries without this information.

### **3. COOKIES**

- 3.1. We use cookies to provide you with the best possible experience on our website. Cookies are small text files that the web browser stores on your device.
- 3.2. On the one hand, we use technical cookies which are mandatory for the operation of the website. This type of cookies does not process any personal data and is usually retained only for the duration of the session and deleted after your visit. The cookies provide for a proper functioning of the website and are thus activated on the basis of our legitimate interests pursuant to Art 6 Para 1 lit f GDPR.
- 3.3. In addition, we use analytic cookies. We activate this type of cookies only after your voluntary consent according to Art 6 Para 1 lit a GDPR via the cookie banner when you click on the button "Allow all services". Alternatively, you can also check all the boxes and click on the button "Save settings". Please access the cookie banner via the button "Cookie Settings" for further information on different cookie types and purposes.
- 3.4. If you do not wish to set any analytical cookies, simply do not check any boxes, and click on the "Reject all services" or "Save settings" button. You can change your settings and revoke your consent at any time without giving reasons via the button "Cookie Settings" in the Website footer. In addition, you have the option to delete/deactivate cookies at any time via your browser settings.

### **4. DATA TRANSFER**

#### **4.1. Processors**

If required in the course of our activities, we transfer your personal data to the following external recipients:

- a) IT service provider, cloud services, data hosting and processing or similar services;
- b) providers of software solutions and tools that support us in our activities.

These recipients are processors. When we engage them, we ensure that this service providers are carefully selected and regularly audited. The processing is carried out on the basis of data processing agreements exclusively on our behalf and on the basis of our documented instructions.

## **4.2. Controller**

In addition, we transmit your personal data - insofar as necessary - to the following recipients, who act as independent data controllers:

- a) third parties who assist us in fulfilling our contractual obligations towards data subjects (e.g. payment service providers and banks for payment processing, postal and parcel service providers for shipping, etc);
- b) external third parties who advise and support us to the extent necessary on the basis of our legitimate interests (e.g. legal representatives and insurance companies, auditors and consultants, etc);
- c) courts, authorities and other public bodies to the extent required by law or on a case-by-case basis (e.g. tax authority, data protection authority, civil courts, etc).

## **4.3. Recipients outside of the European Union**

When providing our services, your personal data may be transferred to recipients who are either located or process data outside the European Union. This is only done based on your consent or our legitimate interests if it is necessary for the fulfilment of our (pre-)contractual obligations or on the basis of a legal requirement.

If there is no adequacy decision pursuant to Art 45 GDPR for the respective third country, we implement suitable guarantees to maintain the level of data protection according to Art 44 GDPR. This usually involves the conclusion of standard contractual clauses pursuant to Art 46 Para 2 lit c GDPR or the existence of binding corporate rules due to Art 47 GDPR. If necessary due to legal conditions in the respective country (e.g. USA due to access rights by authorities), we also implement supplementary measures in order to take the special data protection situation into account. Upon your request, we will gladly provide you with a copy of the respective appropriate guarantees with a specific data recipient.

If no such appropriate guarantees are available for the data transfer, we can base the processing on your express consent in individual cases pursuant to Art 49 GDPR. In this case, we will inform you separately.

## **5. DATA RETENTION**

We process your data only as long as it is necessary for the fulfilment of the respective purpose. We retain data in connection with your enquiries for a period of six months to be able to respond to any follow-up questions.

We may further process this data if there are indications that the data is required for the assertion or defense of our claims in a particular case. The retention of data in this regard is subject to statutory warranty periods or periods of limitation. This retention beyond the original purpose is carried out in based on our legitimate interests in accordance with Art 6 Para 1 lit f and, if applicable, Art 9 Para 2 lit f GDPR.

## 6. DATA SAFETY

We implement appropriate technical and organizational measures to protect your data from unlawful loss, alteration, access by third parties and other processing. In addition, our employees are contractually obliged to maintain data secrecy.

## 7. DATA SUBJECT RIGHTS

As a data subject, you have the right to information about the personal data processed about you. Furthermore, you have the right to rectification, erasure and restriction of processing or to data portability. You also have the **right to object** to the processing of your personal data if this results from your particular situation or if your personal data is processed for direct marketing purposes.

If the processing is based on your voluntary consent, you can withdraw this consent at any time, free of charge and without giving reasons, with effect for the future, e.g. by sending an email to [data-protection@aoporphan.com](mailto:data-protection@aoporphan.com).

Furthermore, you have the right to complain to the competent supervisory authority. In Austria, it is the Austrian Data Protection Authority, accessible at [dsb.gv.at](https://dsb.gv.at).

However, before you contact the authority, if you want to exercise your data protection rights or have any other questions about data protection, please contact us directly using the contact details listed in Section 1. We will be happy to provide you with advice and answers at any time.

November 2023