

Sandoz Social Media Community Guidelines

We welcome the opportunity to hear from you and would like to share some simple 'house rules' to help everybody get the best from the community.

We work in regulated industries and because of the unique legal situation in the healthcare space, we can't engage in sensitive topics, or discussion(s) about products - ours or other companies' - or treatment options on this page. For this reason, we want to make sure that the discussions that take place on our page stay on topic and are constructive.

If your post and/or comment does not comply with the following basic rules, it may be delayed, not be published or in some cases removed. This includes, but is not limited to posts/comments that:

1. are product related
2. include profanity, defamatory, libelous, offensive, abusive, discriminatory or demeaning content (including images, videos and links)
3. disparaging, threatening, condone violence or illegal behavior;
4. are off-topic
5. offer health or medical advice
6. contain any personal information e.g. names of individuals, email address or phone number
7. make us of another's copyright or intellectual property
8. are of a commercial and/or promotional nature, e.g. sells products and services, or recruit fans and followers
9. are excessively repetitive and/or disruptive to the community or are spam
10. contain proprietary, confidential, sensitive, or nonpublic information
11. don't follow the social media platforms guidelines and terms of use

Please be aware that community members who continuously and repeatedly contravene the above rules may be reported and/or removed/blocked from our follower list. In this case the user would no longer be able to follow our news, comment on our posts, or send us messages.

This community is English speaking only and as such any non-English language content will be removed.

Medical side effects or adverse events

If you believe that you have experienced any medical side effects or reactions from a Sandoz product you should consult your physician, pharmacist or other healthcare professional immediately. You can also report these to us directly using the information found on www.sandoz.com.

We suggest sharing as little personal information as possible on our page, especially sharing any specific data concerning your personal health should be avoided. Should you, however, decide to include a post detailing any side effects, Sandoz may need to contact you to find out more information. Posts of this nature may not appear or may need to be removed from our Facebook Page, this is due to legal obligations concerning drug safety reporting.

Storing and using private information

We do not aim to store or use your profile unique ID, email or other personal details.

However, in case of an adverse event or product issue you report to us we'd need to store and use identifying information about you, such as your name, location, health related information or similar in accordance with the applicable laws. This information is required to be submitted to the Sandoz Drug Safety department and/or regulatory authorities. In such case, we are also required to store your personal data for five years for auditing purposes. Please kindly note that we are using 3rd party service providers to help us manage your comments and messages which means that they too would have access to any personal information you share with us. Such 3rd party service providers are contractually bound to ensure an adequate protection and security of your personal information.

Thank you for reading and being a part of our community.