

# Privacy Statement

Ascensia Diabetes Care Canada Inc. and Ascensia Diabetes Care Holdings AG are aware that the security of your personal information is an important concern. We take the protection of your personal data very seriously. This privacy statement informs you about how Ascensia Diabetes Care Canada Inc. collects, uses, discloses, and otherwise processes personal information from the use of our website and about our security measures.

## Collection of Data

You can use our web site without disclosing your personal data. You are not required to provide personal data as a condition of using our site, except as may be necessary to provide you a product or service at your request. When you use our website, data may be stored for various security purposes. This data may include the name of your internet service provider, the web site that you used to link to our site, the web sites that you visit from our site and your IP-Address. This data could possibly lead to your identification, but we do not use it to do so. We do use the data from time to time for statistical purposes, but maintain the anonymity of each individual user so that the person cannot be identified. In cases when personal data is provided to others to provide you products or services you have requested, or for other purposes you have authorized, we rely on technical and organizational means to assure that applicable data security regulations are followed.

## Collection and processing of personal data

We collect personal data when you provide it to us through registration, completion of forms or e-mails, as part of an order for products or services, inquiries or requests about materials being ordered and similar situations in which you have chosen to provide the information to us.

Our distributors may share with us personal data that you provide to them when you buy an Ascensia product or otherwise contact them following a purchase.

We also collect personal data from you if you apply to work at Ascensia Diabetes Care Holdings AG or at any of our Ascensia group of companies, and we use your personal data to process your application. We use a third party data processor to process applications and applications are submitted through that third party's website, Workforce Now. We hold the applications from unsuccessful candidates for up to 12 months.

Generally, where you provide us with personal data, we will explain the purpose and use and to whom it may be disclosed at the time you provide it. If you decide to withhold particular information, it may limit our ability to provide you with the services or products you requested.

## Purposes of Use

The data we collect will only be used for the purpose of supplying you with the requested products or services or for other purposes for which you have given your consent, except where otherwise provided by law.

## Disclosure of Data

We may share your personal data with any member of Ascensia Diabetes Care Holdings AG and/or its affiliated companies for the purposes set out in this privacy statement. Your personal data may also be disclosed to third parties in the event that we, (1) sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets, and (2) are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Conditions of Use.

Ascensia Diabetes Care AG and or its affiliated companies may disclose personal data as required by law, regulation, court order, or regulator or law enforcement agency, or in respect to a criminal investigation or for tax reporting purposes. In some instances, we may also be required to disclose certain information to regulatory or governmental authorities. We may also disclose personal data when we believe it is reasonably necessary to protect our rights, property, or the safety of others and ourselves.

Your personal data will not be passed on by us or by our data processors for use by other third parties, unless we have obtained your consent or are legally required to do so. Ascensia Diabetes Care Holdings AG and/or its affiliated companies do not disclose sell and/or trade customer lists to third-party companies or organizations.

## Storage

Your personal information remains under our control and may be stored on company databases or with our data processors. We will retain control of and responsibility for the use of any personal data you disclose to us. Any third party data processor we use will only process personal data on our behalf and will remain responsible to us.

Some of this data may be stored or processed on our behalf by third party suppliers and data processors and may be located on computers in other jurisdictions, such as the United States, whose laws may differ from the jurisdiction in which you live. In such cases, we will ensure that appropriate protections are in place to require the data processor in that country to protect personal data equivalent to those that apply in the country in which you live to the extent we are able, but please be aware that the laws of some countries, such as the United States, may conflict with the laws of your country of residence and we may be legally required to disclose personal data.

## Use of Cookies

We use cookies and related technologies. Cookies are small data files that are sent to your browser and placed on your computer's hard drive when you visit a website. Cookies store your preferences and other information on your computer and save you time on subsequent visits by eliminating the need to repeatedly enter the same information.

There are two types of cookies used on our sites:

- Persistent cookies: may be used if you log on to restricted areas of our website to remember who you are. No personal data is stored on your computer.
- Session cookies: may be used for anonymous identification of a website visit for technical purposes only. Session cookies are stored only temporarily during the browsing sessions and are deleted once the browser is closed.

We use cookies for the following purposes, including:

- Improving security.
- Identifying you when you sign-in to our site.
- Collecting anonymous statistical information on site usage to improve content delivery value.
- Analyzing how you use our site.

We use Google Analytics cookies to collect information and compile reports about how visitors use the site. We use this information to help us improve the site. Google Analytics mainly uses first-party cookies which are not shared across different websites that you visit. The information that the cookies collect is mostly anonymous and includes the number of visitors to the site, where those visitors originate from and how many times they have visited the site.

Google has published information in relation to [privacy and safeguarding data](#).

Google Analytics may collect your IP address, which is a unique code assigned to every computer and device connected to the Internet. IP addresses are usually assigned in geographic blocks and may allow website owners to identify the country, state and city in which the computer or device is based. We may collect either the full or a portion of an IP addresses to help us identify the location of our website visitors.

Google Analytics may sometimes use third-party cookies on websites where Google Analytics Advertising Features are used, such as Remarketing or AdWords. More information in relation to these advertising cookies can be found at <http://www.google.com/intl/en/policies/technologies/ads/>. You may opt-out of these features by visiting Google's Ads Settings.

We also use cookies and similar technologies provided by other companies to collect web traffic information such as time, date, IP address, and browser, so that we can store your preferences and other information on your computer and save you time on subsequent visits by eliminating the need to repeatedly enter the same information. In most circumstances the information captured cannot identify you as an individual. This data could possibly lead to your identification, but we do not use it to do so as we maintain the anonymity of each individual user so that the person cannot be identified.

The cookies we use may be disabled and/or deleted from your computer by using your browser's options settings. In general by consulting the help menu item in your browser, instructions on how to disable or delete cookies are available. Most browsers are set-up to accept these cookies automatically. In addition, you can deactivate the storing of cookies or adjust your browser to inform you before the cookie is stored on your computer. You may also use self-

regulation programs available in your jurisdiction to manage the way that companies other than Google advertise to you, such as US-based [AboutAds Choices](#) or the EU-based [Your Online Choices](#).

## Security

We use technical and organizational security precautions to protect your data from manipulation, loss, destruction or access by unauthorized persons and use industry standard security safeguards, including maintaining physical, electronic, and procedural safeguards in compliance with applicable laws to protect personal information from loss and unauthorized access, modification, disclosure, inappropriate alteration, or misuse. Personal data is kept in secure systems with access restricted to authorized persons who have a legitimate reason for accessing personal data. Any personal data that is provided by you will be encrypted in transit to prevent its possible misuse by third parties. Our security procedures are regularly reviewed, and we update our procedures to take account of new technological developments. While we take reasonable steps to protect personal data, please be aware that no internet transmission is 100% secure.

## Data Retention

We only retain personal data for as long as is necessary for us to render a service you have requested or to which you have given your consent, except where otherwise provided by law (e.g. in connection with pending litigation).

## Children

In light of the importance of protecting children's privacy, we do not collect, process or use on our website any information relating to an individual whom we know to be under 13 years old without the prior, verifiable consent of his or her legal representative. Such legal representative has the right, upon request, to view the information provided by the child and/or to require that it be deleted. If we discover that a child has provided us with personal information online through this website, we will take reasonable steps to delete this information.

## Right of Access and Correction

You have the right to review and amend any personal data stored in our system if you believe it may be out of date or incorrect. Just send an email to [questions@ascensia.com](mailto:questions@ascensia.com) or contact the Data Protection Officer at the address below.

## Right of Cancellation

You have the right at any time to withdraw your consent to the use of your personal data in the future. Again, just send an e-mail to [questions@ascensia.com](mailto:questions@ascensia.com) or contact the Data Protection Officer at the address below.

## Marketing

We may from time to time send you marketing material that we believe may be of interest to you. You have the right to ask us not to process your personal information for marketing purposes. We will usually inform you, or where required, seek your consent, (before collecting your information) if we intend to send you marketing materials or if we intend to disclose your information to any third-party for such purposes. If you no longer wish to receive information from us, please use the "opt-out" or "unsubscribe" link on the e-mail to remove yourself from the mailing list. You may also elect not to receive such materials by contacting us at [questions@ascensia.com](mailto:questions@ascensia.com) or the following address: Russell Newsome 2920 Matheson Blvd East, Mississauga, Ontario, L4W 5R6.

Please note that we may be required to send certain information to you under a legal, regulatory, or ethical requirement.

## Links to Other Web Sites

Our website may contain links to other third-party websites that are not governed by this privacy statement. Although we endeavor to link only to website with high privacy standards, this privacy statement will no longer apply once you leave our website.

Links to other sites are provided for information only and do not constitute endorsements of those other sites. Ascensia Diabetes Care Holdings AG and/or its affiliated companies are not responsible for the content of links or third-party sites and do not make any representation regarding their content or accuracy. Your use of third-party Web sites is at your own risk.

## Updates

Ascensia Diabetes Care Holdings AG may amend this policy from time to time. The revisions will take effect on the date of publication of the amended policy, as noted at the bottom of this privacy statement.

## Contacts

If you have any problems, questions or ideas, please contact one of the following persons.

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Corporate Data Protection Officer of Ascensia Diabetes Care Holdings AG:  
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Ascensia Diabetes Care Holdings AG  
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