



Last updated: 09 April 2020

Please note the following important information concerning the processing of personal information provided by you in connection with dealing with your enquiry, complaint or adverse event report by GlaxoSmithKline India (**GSK** or **we**):

For what purpose/s do we use your personal information?

We process your personal information in cases where we need to comply with our legal obligation to monitor and report adverse events. In order to respond to your enquiry or investigate your complaint, we process your personal information to the extent required to do so.

What personal information do we collect about you?

Your personal information that you have provided to us, which may include: your name (including name prefix or title); gender; home address; age and date of birth; email address; social media username; phone number(s) and special categories of personal information including medical diagnostic data; prescription data; other health related information provided by you (such as health information, information concerning sex life and sexual orientation, disability and disability type, health risk factors, personal exposure and surveillance data); and relationship to a person.

How do we obtain your personal information?

Any personal information about you that we process is provided by you.

On what basis do we use your personal information?

To comply with our legal obligations: we use your personal information in order to comply with laws, regulations, rules, codes and government guidance. These affect the way in which we run our business, and they help us to make our products and services as safe as we can. Where we use your personal information for this purpose, rest assured that we will take measures to protect your personal information.

Consent: where required by law, we will obtain your consent to allow us to process, store, and / or transfer your personal information for one or more of the purposes set out above. See the [Your rights](#) section for information about the rights that you have if we process your information on the basis of your consent.

How long will we keep your personal information?

We will retain your personal information for the following duration or as may be permitted under the applicable law: In the case of an adverse event, a period of 3 years after a license for the relevant product has expired or was cancelled anywhere in the world.

In the case of product complaints, a period of 1 year after the batch expires or 1 year after receipt of complaint (whichever is longer).

In the case of enquiries, up to 5 years from the date of the enquiry.

With whom do we share your personal information?

Your personal information will be accessible to GSK employees, as well as to authorised employees of certain suppliers of GSK who provide GSK with support services. In addition, we may need to transfer your personal information to certain regulatory agencies. Customarily patients are not identified by name in reports to regulatory agencies.



Last updated: 09 April 2020

Transfers of your personal information outside of your home country

Your personal information may be transferred to countries outside India. These countries may include United States. The countries to which we transfer personal information may not have data protection laws that provide an adequate level of protection to your personal information.

We therefore take steps (which may include entering into data transfer agreements based on the applicable data protection laws) to ensure that third parties and members of the GSK group to whom we transfer data in those countries commit to ensure an adequate level of protection for your personal information.

Protecting your personal information

GSK may share your personal information with suppliers following appropriate due diligence, in accordance with GSK's policies and procedures, applicable laws and under a written agreement which commits the suppliers to appropriate safeguards in relation to the handling of your personal information (including in relation to maintaining confidentiality of your personal information and implementing appropriate technical and organisational security measures).

GSK will take appropriate legal, organizational and technical measures to protect your data consistent with applicable privacy and data security laws.

Your rights

You may be entitled to:

- request information regarding the processing of your personal information, including to be provided with a copy of your personal information;
- request the correction and/or deletion of your personal information, or object to the processing of your personal information;
- request the restriction of the processing of your personal information;
- request receipt or transmission to another organisation, in a machine-readable form, of the personal information that you have provided to GSK; and
- complain to your local data protection authority, or to a court of law, if your data protection rights are violated. You may be entitled to claim compensation for damages or distress incurred or suffered in consequence of unlawful processing of your personal information.

Where you are given the option to share your personal information with us, you can always choose not to do so. If you object to the processing of your personal information, we will respect that choice to the extent this would not prejudice our ability to meet our legal obligations.

If you would like to exercise your rights, please let us know by getting in touch using the contact details below.

Contact us

If you have questions or requests regarding the processing of your personal information, or require additional information, please contact:

E-mail: IN.Privacy@gsk.com