

Privacy Notice - Canada

Pharmacovigilance, Medical Information and Product Quality Complaints



Last updated: 15 May 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 and its group of companies ("GSK," "we," "us" and "our"):

How do we use your personal information?

Your personal information will be processed only for the purpose of dealing with your enquiry, complaint or adverse event report.

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 legal basis do we use your personal information?

Processing of personal information about you is required so that we can comply with our legal obligation to monitor and report adverse events.

Furthermore, processing of personal information about you for the purpose of responding to your enquiry or investigating your complaint is based on our legitimate interest as we would not be able to respond to your enquiry without processing your personal information

How long will we keep your personal information?

We will retain your personal information for the period required by law, which is:

- In the case of an adverse event, a period of 10 years after a licence 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.

Transfers of your personal information outside of your home country

Your personal information may be processed by GSK, its affiliated companies and GSK's trusted third party suppliers outside of your home country. Data privacy laws in the countries to which your personal information is transferred may not be equivalent to, or as protective as, the laws in your home country.

We therefore will implement appropriate measures to ensure that your personal information remains protected and secure when it is transferred outside of your home country, in accordance with applicable data protection and privacy laws.

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Protecting your personal information

GSK may share your personal information with suppliers following appropriate due diligence, in accordance with GSK's policies and procedures, 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;
- request the restriction of the processing of your personal information;
- complain to your local data protection authority if your privacy rights are violated, or if you have suffered as a result 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 via email:

CA.CPA@gsk.com for Prescription, Viiv and vaccines

CH-CA.CPA@gsk.com for Consumer Healthcare