

# PRIVACY POLICY

## Updated Date: November 30, 2020

At MEDISCA, we value the trust that our customers, business partners, and employees place in us to appropriately use and protect information shared with us. This Privacy Policy describes how MEDISCA collects and uses personal information submitted by you when you use our website or give your personal information to a MEDISCA representative and stored in MEDISCA's Systems. This Privacy Policy will show you how you can personalize MEDISCA's use of your information. We encourage you to read this Privacy Policy in full before submitting any personal information to MEDISCA.

## Scope

This Privacy Policy applies to all MEDISCA affiliates and subsidiaries. MEDISCA business partners, and other third parties have their own websites and privacy policies. We encourage you to read the privacy policies of third parties to understand their policies and your options.

MEDISCA processes your personal identifiable information for legitimate and legal interests in order to conduct its everyday business activities as well as to abide by federal or state laws or any legal proceedings.

## Information Collection

MEDISCA does not collect any personal identifiable information from customers unless they provide it to us knowingly. Personal identifiable information includes first and last name, email address, telephone number, address, company name, occupational role, fax number, date of birth, and purchase and ordering history. We only gather information from our customers when it is voluntarily submitted to us by you. If you have registered to use special purpose features on our website, we may use the information you supplied for the purpose of providing the services you have requested, this may include any financial information provided. You can always follow-up or change your personal information by emailing or by calling us. MEDISCA may contact you via email to notify you of changes to MEDISCA Services, or Special offers that may be of interest to you. We will retain your information for as long as your account is active, as required to provide you with our services, or as required by law. We may retain and use your information as necessary to comply with our legal obligations, resolve disputes, and/or enforce our agreements.

## Cookies

"Cookies" are pieces of information that a website transfers to an individual's computer for record-keeping purposes. The information is non-personal and only used to make your use of the website more convenient. Most browsers accept cookies automatically, but this can be changed according to your preference. MEDISCA may use cookies for a variety of purposes in order to improve your online experience.

## Telephone

In addition to above, MEDISCA reserves the right to monitor and/or record your telephone conversations with our representatives for our mutual protection, to enhance our customer service and to confirm any decisions made with you.

## Video Surveillance

When you visit one of MEDISCA's facilities, you may be video recorded for the safety of yourself and MEDISCA employees. MEDISCA will use such images and information for security, fraud and loss prevention as well as incident reporting purposes. If required by law, MEDISCA may submit video surveillance records to law enforcement officials.

## Information Usage

MEDISCA uses personal identifiable information provided by you for various purposes. This includes to operate, maintain and improve our services, our products, establish an online MEDISCA account at your request, to process purchase orders (including orders made online) and keep you informed about the status of your order. MEDISCA also uses your information to provide customer service, identify your preferences so we can notify you of new or additional products, services, and promotions that might be of interest to you, validate your ability to access and/or use certain products or services that may only be intended for individuals meeting certain eligibility requirements or criteria, such as health care professionals.

## Information Storage

MEDISCA will use the appropriate measures and safeguards to protect your personal information within MEDISCA's Systems. MEDISCA will only retain such information for the time it is required and for purposes explained within this Privacy Policy. Such information may be stored directly in or outside of Canada without

depreciating the protection of your personal information. However, your personal information may be subject to the laws of the jurisdiction of where it is stored.

### **Sharing Your Information**

MEDISCA may share your personal information with its affiliates for legitimate business interests and/or in order to provide any requested services by you to you. By submitting personal information to MEDISCA, you consent and acknowledge that you may be contacted by a representative of an affiliate of MEDISCA in order to provide the requested services to you.

MEDISCA may retain other companies and individuals to perform specified services on our behalf and we may collaborate with other companies and individuals in order to provide particular products or services to you (collectively, "Providers"). Examples of Providers include, but are not limited to, manufacturers, industry associations, delivery companies, customer services and support providers, third party marketing firms, email and SMS vendors, and credit card processing companies. MEDISCA currently uses a third party provider to process credit card transactions on our behalf. Information collected by the third party includes your name, address, and e-mail as well as your financial information, such as credit card number and expiration date. MEDISCA does not store your credit card details nor share any of your financial details with any of other third parties.

MEDISCA will not share, sell, rent or trade your personal information other than as disclosed within this Privacy Policy. We reserve the right to disclose your personal information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, Court order, or legal process served on us

### **Security Policies**

MEDISCA cannot 100% guarantee the safeguard of your personal and other information from theft, loss, or unauthorized access or use and cannot be held accountable for such incidence. Notwithstanding the above, MEDISCA makes no representation as to the reasonableness, efficacy, or appropriateness of the measures we use to safeguard such information. When making an account on MEDISCA's website, you are responsible to maintain the secrecy of your own passwords. If you have reason to believe that the security of your account has been compromised, please notify MEDISCA immediately.

### **International Transfers**

MEDISCA's principal office is located in Canada and, as such, personal information will be collected and stored at our principal location in Montreal. In accordance with applicable law, we implement measures to ensure that any transferred data remains protected and secure.

### **Resume Submission**

MEDISCA may use third parties' websites to post available jobs as well as allow you to submit your resume to us. Any information submitted to us will only be used by MEDISCA and only for the job application process for the requested job. MEDISCA may retain your information for future job opportunities that may be suited to your qualifications and will be shared on an internally need-to-know basis.

### **Online Advertising**

We use Google AdWords Remarketing to help advertise MEDISCA products and services across the Internet. AdWords Remarketing will display relevant ads tailored to you based on content you have already viewed on the MEDISCA website by placing a cookie on your machine. THIS COOKIE DOES NOT IN ANYWAY IDENTIFY YOU OR GIVE ACCESS TO YOUR COMPUTER The cookie is used to say "This person visited this page, so show them ads relating to that page." Google AdWords Remarketing allows us to tailor our marketing to better suit your needs and only display ads that are relevant to you. You may choose to opt out of any/all internet-based advertising by visiting the Network Advertising Initiative (NAI) website.

### **Links to Other Sites**

MEDISCA's website may contain links to other websites which are not operated by MEDISCA, such as social networking sites and interactive maps that provide directions to our locations. If you visit one of these sites, please be advised that we are not responsible for any policies and practices of the other companies. We suggest that you read their privacy policy if you have any questions or concerns about the other company.

## **Changes and Updates to the Privacy Policy**

MEDISCA's Privacy Policy is subject to change without notice. It may be necessary to update or change the policy for improvement and quality assurance purposes. MEDISCA reserves the right to change the information, features, policies, products, disclosures, and disclaimers at any time. Please check the policy periodically for any updates.

## **Changes and Access to Personal Identifiable Information**

Customers who provide identifiable information to MEDISCA may correct, update and remove personal information from our database at any time by contacting us at the address listed below or via email at the address below.

## **Supervisory Authority**

Individuals have certain rights pertaining to their personally identifiable information. MEDISCA takes all steps necessary to data protection laws in order to protect your information. However, if you have reason to believe that MEDISCA does not comply with data protection laws, you may contact the International Commissioners Office (ICO) in the United Kingdom to infer about your rights.

## **MEDISCA Contact Information**

**Email:** [regaffairs@medisca.com](mailto:regaffairs@medisca.com)

**Address:** 6090 Henri-Bourassa West, St- Laurent, QC H4R 3A6

**Phone:** 1-800-665-6334