

Privacy collections statement for this website

Amgen (New Zealand) Limited (“Amgen New Zealand,” “we” or “us”), a wholly owned subsidiary of Amgen Inc., is a leading biopharmaceutical company involved in the research, development and marketing of biopharmaceuticals in New Zealand. This Privacy Statement explains what personal information Amgen New Zealand collects, uses and discloses about individuals and our commitment to protect that information in accordance with the Privacy Act 2020. It also explains how an individual may access, update and correct their personal information or make a complaint around the handling of such information.

For purposes of this Privacy Statement, the term “Amgen” shall refer to Amgen Inc. and its subsidiaries and affiliates, including Amgen New Zealand.

We may change the terms of this Privacy Statement at any time by posting revisions to this website. We will let you know of any changes to this Statement by posting a notification on this website.

Information about Patients

If you contact Amgen regarding your experience in using one of our products, including to report an adverse event (‘side effect’) or a defect or quality issue with the Amgen product you received, we may ask you for specific facts, including your initials, age, and gender, and prescribing physician. We may use the information you provide in submitting reports to regulatory agencies as required by law (e.g. the U.S. Federal Food and Drug Administration, the European Medicines Agency, the Australian Therapeutic Goods Administration and the New Zealand Medicines and Medical Devices Safety Authority). We also may use the information to contact the prescribing physician to follow up regarding an adverse event (‘side effect’) involving use of our product.

Amgen may disclose your personal information to third parties performing work on our behalf, such as our call centre operators and other entities that assist us in responding to and processing your enquiries and product experience reports. These third parties may be located outside of New Zealand. We may also disclose your personal information to our related affiliates in Australia, the United States of America, Canada, and countries in Europe, Latin America and Asia-Pacific, who assist us in responding to your enquiries.

Information about Health Care Professionals and their Staff

If you are a health care professional, we may collect personal information about you in order to:

- conduct clinical trials;
- inform you of our events, products, new products and product recalls;
- fulfil our statutory pharmacovigilance reporting obligations;
- organise your travel for our events and third-party educational events sponsored by us;
- improve our products and services and marketing activities, including by conducting market research;
- manage our relationship with you; and
- comply with our reporting obligations pursuant to the Centre for Adverse Reactions Monitoring (CARM).

This personal information includes such things as your name, contact details, specialty and qualifications, professional association registration number, details of your hospital or medical and consulting room, whether you are a member of an Amgen advisory board or an advisory board of a similar organisation, and your bank details (if you provide services to us). If you attend one of our events and/or third-party educational events sponsored by us and we arrange your travel, we may also collect your passport details and airline frequent flyer number, however we will only collect your unique identifiers to the extent permitted by law.

We may collect this personal information from you (such as when you register for one of the events) or your representatives, as well as customer relationship management companies and marketing agencies.

For the purposes referred to above, we may disclose your personal information to customer relationship management companies, third-party event organisers, third-party suppliers who assist us in providing our products and services (such as booking your travel and analysing personal information to improve sales targeting and recommendations), market research agencies, and others where required or authorised by law. If you are attending an international event, these services providers may be located in the country in which the event is located.

We also collect personal information regarding investigators and their staff involved in clinical trials. This information will be retained by Amgen New Zealand in a database. The database is held by Amgen New Zealand’s parent company (Amgen Inc. in Thousand Oaks, California, USA) and accessible worldwide by Amgen. Amgen may use the database for purposes including but not limited to matching investigators to suitable trials, monitoring trial progress, and assessing administration and conduct of trial sites. Amgen may also share with clinical research organisations world-wide data held in the database regarding investigators where Amgen engages such organisations to assist in the conduct and management of a trial. Further we may use this information to comply with our legal and regulatory obligations, including where required, disclosure to regulatory agencies (e.g. the U.S. Federal Food and Drug Administration, the European Medicines Agency, the Australian Therapeutic Goods Administration and the New Zealand Medicines and Medical Devices Safety Authority).

We may also disclose your personal information to third parties outside of New Zealand who provide us technical support and assist us in enhancing our systems. In such cases Amgen New Zealand will comply with applicable laws to which Amgen New Zealand is subject to ensure that your information is protected.

Information about all Users of this Website

We retain a record of the IP address of your computer. We will only be able to link a particular IP address to you personally if you have provided us personally identifying information whilst using our website. We may use the IP address of your computer to maintain communications with you as you move about our website and personalise website content.

We collect information about your use of our website through cookies. We will only be able to link this information to you personally if you have provided us personally identifying information whilst using our website. We may use the data we obtain through cookies:

- to customise your website experience by anticipating the information and services that may be of interest to you;
- to improve the functioning of our website by monitoring traffic in popular areas and to modify the services and information we provide to meet customer demand; and
- for our business purposes, including operation of our website, as well as research and product analyses to help us better market our products.

Individuals that register to use our online information and services

If you choose to register to use our online information and services, we may also collect and use the personal information you give us (such as your name and contact details) to send you an e-mail confirming your registration and to respond to your questions. Upon your request, we may also send you e-mails with information that we think may be of interest to you, including information about our product and services.

Individuals that participate in our online interactive services

If you choose to participate in our online interactive services (including health questionnaires and care management tools), we will collect the personal information you choose to disclose (which may include health information) and analyse it to discover new facts that could help us better understand how our products are used in coping with the diseases for which they are marketed. Although the information you provide through these interactive services may not identify you, we may link it with other information you provide us elsewhere on our website which does identify you. We may combine this information with that from other website users to create summary data that we will use for our business purposes, including research and analysis to improve our products and help us better market our products.

Information about other Individuals

If you communicate with or request information from Amgen personnel, they will have your e-mail address, as well as any personal facts you choose to include in your communication.

Disclosure to Vendors and Suppliers

We have relationships with different vendors and suppliers who help us design and maintain our computer systems and security, respond to e-mail and customer inquiries, analyse our data and create special promotions. We will not authorise our vendors and suppliers to use our customer information for any purposes unrelated to our contractual relationship with them.

Transfers Overseas

As previously stated, please note that any personal information that Amgen New Zealand may collect may be processed in New Zealand or in other countries—including Australia, the United States of America, Canada and countries in Europe, Latin America and Asia-Pacific—in which Amgen, or one of the third parties with whom Amgen has a relationship, is located. Some countries may have different data protection standards than the country in which you live. Amgen New Zealand remains accountable for all personal information it transfers overseas and takes appropriate measures to ensure that the confidentiality of the personal information is safeguarded.

Amgen processes personal information for safety reporting purposes to relevant National Health Authorities in accordance with applicable law. Your information may be transferred to Amgen Inc. (in the United States) and trusted processors located outside of New Zealand. Transfers among Amgen and its group entities follow applicable laws and our Binding Corporate Rules (BCRs) or Standard Contractual Clauses for processors. For more information visit: <http://www.amgen.com/bcr/>.

Links to other Websites

This website may feature links to other websites that we believe you might find useful and informative. Please be aware, however, that we do not endorse or recommend these websites’ content or services, and we are not responsible for the privacy practices of these other websites. We encourage you to be aware of and read the privacy statement of each website you visit. Remember, the statements in this Privacy Statement apply solely to information collected by Amgen New Zealand and Amgen.

Co-branded Websites

We may partner with other companies to provide you with content or services on a joint or “co-branded” basis. On a co-branded website, you will see both the Amgen logo and the logo of the co-branded partner displayed on your screen. To access the services available on a co-branded website you may have to complete a new online registration form, and this registration information may be shared with Amgen’s co-branded partners. You should read the individual privacy policies of our co-branded partners, as these may differ in some respects from ours. Reading these policies will help you to make an informed decision about whether to provide your information to a given website. Remember, you may always opt-out of sharing your information with a partner website by choosing not to use the service or content provided by the co-branded website.

Our Children’s Policy

Amgen New Zealand’s website content and services are intended for adult users over the age of 16. The website is not designed to attract child users. If we learn that an under-16 user has volunteered personal information (including health information) on our website, or that a provider has volunteered information about a patient who is identified as younger than 16, we will delete such information from our active databases in accordance with our deletion practices, which is described in the section later in this Privacy Statement titled, ‘How We Hold and Protect Personal Information’ except as required to fulfil our pharmacovigilance reporting obligations.

Your Privacy Choices

- **Online collection opt-in:** When you access any interactive tool or service on our website, you will be asked to affirmatively choose (“opt-in”) to provide the requested information. You may always choose not to provide the requested information.
- **Accept Cookies:** Your browser software can be set to reject all cookies. However, if you reject our cookies, certain areas of our website’s functions may not work properly. To find out more about cookies and how you can decline to accept them, please refer to your internet browser’s instructions or help option.
- **Access and Correct/Update Personal Information:** You have a right to request to access or correct/update your personal information (including your health information if applicable). You may make such a request at any time, by contacting our Privacy Officer on the details set out at the end of this Privacy Statement. We will provide you with access to the information we hold about you, and/or correct/update that information, unless there is an exception that applies, such as under section 49 of the Privacy Act 2020. In particular, we may not be able to amend your personal information if it was provided to us by a health care professional or a consumer regarding an adverse drug event.
- **Remove Personal Information:** You may request that Amgen delete/erase previously provided personal information (including health information) by contacting our Privacy Officer on the details set out at the end of this Privacy Statement. Legal requirements in some countries may prevent us from deleting certain personal information. In particular, we may not comply with a consumer’s request to delete information that was provided to us by a health care professional or a consumer regarding an adverse drug event. It is not technologically possible to remove each and every record of your information from our servers. The need to back-up our systems to protect information from inadvertent loss means that a copy of information about you (including your health-related interests) may exist in a non-erasable form that will be difficult or impossible for us to locate. Nevertheless, when permitted by law, Amgen will delete your personal information (including health information) stored in the databases Amgen actively uses for research and daily business activities or stored in other readily searchable media. In addition, we will employ reasonable efforts not to disclose any personal information stored in a non-erasable format after receiving your request for removal, except as required by law.
- **Make a Privacy Complaint:** If you wish to make a complaint about our handling of your personal information, please contact our Privacy Officer on the details set out at the end of this Privacy Statement. You will be asked to submit your complaint in writing. We will respond to your complaint as soon as practicable. If you are a participant in a clinical trial, your complaint may be referred to the principal investigator for the clinical trial. If you are not satisfied with our response to your complaint, you may also contact the Office of the Privacy Commissioner (OPC).

Online: <https://www.privacy.org.nz/>
Phone: 0800 803 909
Mail: PO Box 10 094, Wellington 6143

How we Hold and Protect Personal Information

We hold your personal information in a combination of hard copy and electronic files. Electronic files are stored in servers that are operated and maintained by Amgen and third parties under contract with Amgen.

We want your personal information to remain as secure as reasonably possible. To help ensure the integrity and confidentiality of the personal information (including health information) you provide to us, we may use encryption practices. As an added security precaution, all personal information (including health information) is kept behind firewalls and other network security devices to prevent intruders from gaining access.

Contact Us

If you have any questions or comments about this Privacy Statement, or wish to access or correct your personal information or make a privacy complaint, please contact our Privacy Officer by email at privacyoffice@amgen.com. You can also contact our Privacy Officer via mail at either of the below addresses:

Attn: Privacy Officer
Amgen (New Zealand) Limited
c/o MinterEllisonRuddWatts
PO Box 105 249
DX CP24061
New Zealand

Attn: Privacy Officer
Amgen (New Zealand) Limited
PO Box H124
Australia Square NSW 1215
Australia

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For Amgen Australia Pty Limited’s Privacy Statement, please refer to <https://www.amgen.com.au/privacy-statement/>