

# Quality Complaints

Advanced Accelerator Applications a Novartis Company, with offices at 4, rue de la Tour de l'Île, 1204 Geneva, Switzerland, and its Affiliates (hereinafter collectively referred to as "**ADACAP**") is requesting the right to collect your personal data and to process, disclose, release and/or distribute such personal data for the purpose set out below. "**Affiliate(s)**" shall mean any entity which directly or indirectly controls, is controlled by or is under common control of ADACAP.

## **ADACAP collects the following personal information ("Personal Data"):**

- Name
- Contact information
- Profession
- Specialty

## **ADACAP uses this information as follows:**

- **Purpose of processing:** ADACAP will process and document your above mentioned Personal Data in order to Respond to your Medical Information Request.
- **Intra-group, cross-border transfer and data processing:** The above mentioned data processing may be carried out by ADACAP or by domestic or foreign ADACAP Affiliates within or outside the European Union.
- **Retention:** Irrespective of the fact that your data was disclosed, your personal data will be kept for the duration required by regulatory requirements, and not less than the time the product/device you have received information about is available to the public. Your data will not be shared with any other group, nor used for any other purpose without your prior written consent. This does not affect statutory duties to preserve records beyond the stated retention period.

## **ADACAP protects your Personal Data as follows:**

ADACAP has implemented appropriate technical and organisational measures to provide an adequate level of security and confidentiality to your Personal Data.

These measures take into account:

1. the state of the art of the technology;
2. the costs of its implementation;
3. the nature of the data; and
4. the risk of the processing.

The purpose thereof is to protect it against accidental or unlawful destruction or alteration, accidental loss, unauthorised disclosure or access and against other unlawful forms of processing.

Regarding intra-group cross-border transfer and data processing, ADACAP, as a member of the Novartis Group, has adopted Binding Corporate Rules, ensuring adequate safeguards are in place for intra-group cross-border transfers of your Personal Data.

Moreover, when handling your Personal Data, ADACAP:

- only collects and processes personal data which is adequate, relevant and not excessive, as required to meet the above purposes; and
- ensures that your Personal Data remains up to date and accurate.

For the latter, ADACAP may request you to confirm the Personal Data we hold about you. You are also invited to spontaneously inform us (by emailing [dataprivacy.adacap@novartis.com](mailto:dataprivacy.adacap@novartis.com)) whenever there is a change in your personal circumstances, so ADACAP can ensure your Personal Data is kept up-to-date.

## Your rights and how can you exercise them

You may exercise the following rights under the conditions and within the limits set forth in the law:

- the right to withdraw your consent at any time with effect for the future, without affecting the lawfulness of the processing before such withdrawal and without this resulting in any disadvantages for you;
- the right to access your Personal Data as processed by ADACAP and, if you believe that any information relating to you is incorrect, obsolete or incomplete, to request its correction or updating;
- the right to request the erasure of your Personal Data or the restriction thereof to specific categories of processing;
- the right to request its portability, i.e. that the Personal Data you have provided to Novartis be returned to you or transferred to the person of your choice, in a structured, commonly used and machine-readable format without hindrance from us and subject to your confidentiality obligations.

If you have a question or want to exercise the above rights, you may do so by sending an email to [dataprivacy.adacap@novartis.com](mailto:dataprivacy.adacap@novartis.com).

If you are not satisfied with how ADACAP processes your Personal Data, please address your request to our Data Privacy Team at [dataprivacy.adacap@novartis.com](mailto:dataprivacy.adacap@novartis.com), who will investigate your concern.

In any case, you also have the right to file a complaint with the competent data protection authorities, in addition to your rights above.

## Consent

**I have been informed that my consent is voluntary. Not ticking the box to consent is equivalent to the “I do not consent” option.**

By ticking the box, I explicitly declare that I consent to the individual disclosure of my Personal Data for the above-mentioned purpose.

I consent (Information will be collected, processed for the purposes mentioned in this form)

Your Name

Your Email

Message

CAPTCHA

This question is for testing whether or not you are a human visitor and to prevent automated spam submissions.

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**Source URL:** <https://www.adacap.com/quality-complaints>

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