

## PRIVACY POLICY

### General Provisions

This website [www.vitamin.com.ua/](http://www.vitamin.com.ua/) (hereinafter referred to as the Website) is managed by KYIV VITAMIN PLANT JSC, EDRPOU code 35251822, a legal entity registered and operating in accordance with the requirements of the legislation of Ukraine (hereinafter referred to as the Company).

The Company has great respect for the confidential (personal) information of all those who have visited the Website, as well as those who use the information provided by the Website; in connection with this, the Company strives to protect the confidentiality of personal data (information or a set of information about an individual who is identified or can be specifically identified), thereby creating and ensuring the most comfortable conditions for using the information on the Website for each user.

This Privacy and Personal Data Protection Policy (hereinafter referred to as the Policy) sets forth the procedure for the Company to process personal data, the types of personal data collected, the purposes for using such personal data, the Company's interaction with third parties, security measures to protect personal data, the conditions for access to personal data, as well as contact information for the user regarding access, making changes, blocking or deleting their personal data and addressing any questions that may arise regarding the practice of protecting personal data.

### Collection and use of personal data

The owner and manager of personal data of the Site users is KYIV VITAMIN PLANT JSC, EDRPOU code 35251822.

When the user uses the information on the Site, the Company processes user data, namely:

- data provided by the user both when filling out registration forms and in the process of using the Site;
- cookies;
- IP addresses;
- parameters and settings of Internet browsers (User-agent).

The Company collects only those personal data (for example, your first and last name, login and password, email address, contact phone number, date of birth, gender, etc.) that are knowingly and voluntarily provided by you as the subject of personal data for the purpose of using the information on the Site and implementing pharmacovigilance, which, in accordance with the requirements of the law, is the consent of the subject of personal data to the processing of their personal data in accordance with the purpose of their processing formulated in this Policy.

When visiting the Site, all logins/logouts to the system may be recorded. Other information about user traffic outside the Site is not processed or stored.

Please note: The Company limits itself to collecting the minimum amount of information necessary solely to fulfill the request of the personal data subject. In any case, when information that is not mandatory to provide is requested, the user will be notified at the time of collecting such information.

The Company does not collect any information for the processing of which certain requirements are established by law, such as information about racial or ethnic origin, political, religious or ideological beliefs, membership in political parties and trade unions, conviction for a criminal offense or a sentence to a criminal penalty, as well as data concerning health, sex life, biometric or genetic data (in accordance with Article 7 of the Law of Ukraine "On the Protection of Personal Data").

The Company collects data on the statistics of visits to the Site. The information may include information about the connection, traffic, the user's browser, as well as the date, time, duration of work and stay on the Site.

### Processing of personal data

The processing and storage of the provided personal data is carried out in data centers where the equipment ensuring the functioning of the Site information is located. The provided personal data is processed and can be stored in the personal data base or a separate table of the Site database.

The location for storing and processing personal data is located at the address of the data center where the equipment ensuring the functioning of the Site information is located. In the event of data transfer to hosting by foreign entities involved in relations related to personal data, such data will be stored and processed in data centers where the equipment ensuring the functioning of the Site information will be located, and will be protected by appropriate means of protection, and only subject to the provision by the relevant state of adequate protection of personal data in cases established by the legislation of Ukraine or international treaties of Ukraine.

If the user visits the site in a country other than the country where our server is located, communication with the company may involve the transfer of information beyond international state borders. By visiting the Company's Site or otherwise entering electronic communication with the Company, the user agrees to such transfer. Even if the user's jurisdiction does not have the same privacy laws as the jurisdiction where the server is located, the Company will consider the user's information to be subject to the protection of this Privacy Policy.

### Purposes of using personal data

Your personal data is used for purposes related to the consideration of citizens' requests, relations in the field of production and wholesale trade of medicines, pharmacovigilance, respectively, and in compliance with the laws of Ukraine, including, but not limited to: "On the protection of personal data", "On ratification of the Convention for the Protection of Individuals with regard to automated processing of personal data of supervisory authorities and transborder data flows", "On information", "On medicinal products" and other acts regulating the activities of the Company.

### Personal data storage period

Personal data is stored for a period no longer than necessary in accordance with the purposes of their processing.

### Use of cookies

A cookie is a text file or files containing a small amount of information that is sent to a web browser and stored on the user's device. Such devices may include a computer, mobile phone or other device with which the user visits the Site.

Cookies can be permanent (they are called persistent cookies) and are stored on the device until the user deletes them, or temporary (such cookies are called session cookies), i.e. they are stored only until the browser is closed. In addition, cookies are divided into primary (they are installed directly by the visited site) and third-party (installed by other websites).

Important:

- when the user re-visits the Site, the cookie data is updated.
- in most cases, the web browser by default allows automatic storage of cookies on the user's device.
- disabling cookies may lead to limited access to published materials and/or incomplete functioning of the Site information.

The Company cares about its users and tries to make their stay on the Site as comfortable as possible, for this the Company needs, with the help of cookies, to analyze the behavior, preferences and interests of the user. Such analysis will help the Company improve the experience of interaction with the Site, determine the most convenient interface and navigation of the Service.

In accordance with the classification of the International Chamber of Commerce, the Company uses the following categories of cookies:

**Strictly necessary cookies** — are needed to enable the user to navigate the web page and use certain information, such as access to secure pages, registration and authorization, and searching the Site. They also ensure that the user's previous actions are remembered when going to the previous page in the same session.

**Performance cookies** — aggregate information about how the Site is used. This data is stored on the user's device between web browser sessions. Examples of such data may include the following metrics: time spent on the Site, most frequently visited pages, understanding which sections and services of the Site were most interesting to the user, how effective an advertising and/or marketing campaign is, etc.

All information collected using performance cookies is intended for statistical and analytical purposes. Some cookie data may be provided to third parties who have permission from the web resource and solely for the purposes specified above.

**Functional cookies** — used to save parameters or configurations stored on the user's device between web browser sessions. Examples of such data may include the following metrics: username, profile photo, information about comments left, language version of the Site, location, information about whether the user has been provided with any information or selected benefits before, as well as other Site settings.

These cookies allow users to watch videos, participate in interactive features (polls, voting) and interact with social networks.

To make the experience more enjoyable after visiting the resource, these cookies remember the information provided by the user, increasing the efficiency of interaction with the Site.

Some cookie data may be provided to third parties who have permission from the web resource and exclusively for the purposes specified above.

**Target cookies** — used to provide content that may be of interest to the user. This data is saved on the user's device between web browser sessions. Examples of such data may include the following metrics: tracking recommended text, graphic, audio and video content to avoid repeated display, managing targeted advertising, evaluating the effectiveness of advertising campaigns, information about the user's visit to other resources during transitions, as well as other Site settings.

The Site may share this information with other parties, including media clients, advertisers, agencies and partners in related businesses, so that they can provide high-quality targeted advertising.

#### Cookies of third-party information and analytics information

For better display and detailed analysis of information on the site, the Company uses services that are owned by other third-party companies, such as Facebook and others.

The companies given as an example may use cookies on the user's device while working on the Site. It should be noted that the Site cannot influence the operation of cookies used by these services. All the necessary information about their use can be found by visiting the relevant resource.

- Google Analytics Terms of Use <https://marketingplatform.google.com/about/analytics/terms/ru/>
- The privacy policy of the Kantar Ukraine service is set out on the page - <https://www.kantar.com/ua/cookies-policies>
- The privacy policy of the Gemius service is set out on the page - <https://gemius.com/privacy-policy>.

#### Cookie management

The main web browsers (listed below) are set to automatically accept cookies. To disable them, use the help function in your browser. Help can be called up from the menu or by pressing the F1 key.

- Microsoft Edge — <https://privacy.microsoft.com/ru-ru/privacystatement>
- Mozilla Firefox — <https://www.mozilla.org/ru/privacy/websites/#cookies>
- Google Chrome — <https://support.google.com/accounts/answer/3205071?hl=uk>
- Opera — <http://help.opera.com/WINDOWS/11.50/ru/cookies.html>
- Safari for macOS — [https://support.apple.com/kb/PH2141?locale=en\\_US](https://support.apple.com/kb/PH2141?locale=en_US)

Important:

- the cookie settings configuration for mobile web browsers may differ.
- please note that full functionality of the Site is only available with the use of cookies.
- disabling cookies may result in restricted access to the content and improper functioning of the Site information.

To contact the Company regarding the use of cookies, send an email to [secretary@vitamin.com.ua](mailto:secretary@vitamin.com.ua).

If the user does not enable the use of cookies or intentionally deletes all cookies from their web browser, then the next time they visit the Site, the user will be asked to enable and use cookies again.

**Information about users obtained using cookies is not sold or distributed in the public domain and is the property of the company that owns the resource.**

### Interaction of the Site with other resources

When the user uses the information on the pages of the site, codes from other Internet resources and third parties may be present, because of which such Internet resources and third parties receive your data. Consequently, these Internet resources may receive and process information that you have visited these pages, as well as other information transmitted by the user's browser. Such Internet resources may include:

- banner display systems (for example, DoubleClick for Publishers, Admixer, AdRiver, etc.);
- social network plugins (for example, Facebook, Twitter, Google+).

The use of this information by the Company is necessary for the prompt analysis of visits to the Site, internal and external assessment of Site traffic, viewing depth, and user activity. The Company does not store, or process data obtained from these resources.

Accordingly, if the user, for any reason, does not want these services to access his personal data, the user may, at his own discretion, log out of his account or profile, clear cookies (via his browser).

### Safety of underage users

The Site is not intended for minors. The Company takes security issues very seriously, especially regarding minors, and therefore the Company, for its part, calls on parents to discuss with their children Internet security issues, their specific goals and needs in using this or that information on the Site.

### Interaction of the Company with third parties regarding personal data

The Company does not transfer personal data to third parties, except in cases where such transfer is required by law, at the request of the subject of personal data or in other cases set out in this Policy. The Company understands that personal information is valuable and an integral part of the personal non-property rights of any individual, therefore it takes all possible measures to protect the personal information of users voluntarily and consciously transferred by the latter to the Company.

The Site may contain links to other websites (for informational purposes only). If you follow a link to other websites, this Policy will not apply to such websites. In this regard, the Company recommends that you review the privacy and personal data policies of each website before transferring any personal data that can be used to identify you.

### Confidentiality of the activity of the subject of personal data on the Site

Information about the activity (traffic) on the Site of users passing through the network, or the user's e-mail is protected in accordance with the law. That is, the Company does not in any way violate the secret of the user's "activity" when the latter uses the information on the Site.

### Protection of personal data

The Company uses generally accepted standards of technological and operational protection of information and personal data from loss, misuse, modification or destruction. However, despite all efforts, the Company cannot guarantee absolute protection from any threats arising outside the regulation of the Company.

The Company shall ensure the application of all relevant confidentiality obligations, as well as technical and organizational security measures to prevent unauthorized or illegal disclosure or processing of such information and data, their accidental loss, destruction or damage.

The Company shall provide access to information and personal data only to authorized employees who have agreed to ensure the confidentiality of such information and data in accordance with the requirements of the Company.

The dissemination of personal data without the consent of the subject of personal data or a person authorized by him is permitted in cases specified by law, and only (if necessary) in the interests of national security, economic well-being and human rights.

### Terms of access to personal data

The procedure for access to personal data of third parties is determined by the terms of the user's consent provided to the owner of personal data for the processing of this data or in accordance with the requirements of the law.

The user has the right to patron any information about himself from any subject of relations related to personal data, provided that the last name, first name and surname, place of residence (place of stay) and details of the document certifying the individual submitting the request are indicated, except in cases established by law.

User access to data about themselves is free of charge.

A user's access to their personal data may not be deferred.

A third party's access to personal data may be deferred if the required data cannot be provided within thirty calendar days from the date of receipt of the request. In this case, the total period for resolving the issues raised in the request may not exceed forty-five calendar days.

A notice of deferment shall be communicated to the third party who submitted the request in writing, with an explanation of the procedure for appealing such a decision.

A decision to defer or deny access to personal data may be appealed to the Commissioner for Human Rights of the Verkhovna Rada of Ukraine or in court.

### Rights of the personal data subject

The Company informs you about your rights as a subject of personal data, regulated by the Law of Ukraine "On the Protection of Personal Data", namely:

1. To know about the sources of collection, location of your personal data, the purpose of their processing, location or place of residence (location) of the owner or manager of personal data or to give the appropriate instruction to obtain this information to persons authorized by him, except for cases established by law.
2. To receive information about the conditions for granting access to personal data, in particular, information about third parties to whom his personal data is transferred.
3. To access his personal data.
4. To receive no later than thirty calendar days from the date of receipt of the request, except for cases provided by law, an answer about whether his personal data is being processed, as well as to receive the content of such personal data.
5. To express a reasoned request to the owner of personal data with an objection to the processing of his personal data.
6. To express a reasoned request for the modification or destruction of their personal data by any owner and manager of personal data if these data are processed illegally or are inaccurate.
7. To protect their personal data from illegal processing and accidental loss, destruction, damage due to intentional concealment, failure to provide or untimely provision, as well as protection from the provision of information that is inaccurate or discredits the honor, dignity and business reputation of an individual.
8. To file complaints about the processing of their personal data with the Verkhovna Rada Commissioner for Human Rights or in court.
9. To apply legal remedies in case of violation of the legislation on the protection of personal data.
10. To make reservations on limiting the right to process their personal data when providing consent.
11. To revoke consent to the processing of personal data.
12. To know the mechanism for the automatic processing of personal data.
13. To protect against an automated decision that has legal consequences for him.

To update, access, amend, block or delete your personal data, revoke your consent to the processing of personal data that you have provided to the Company in accordance with this Policy, or in the event of any comments, requests or claims regarding your personal data processed by the Company, please contact the Company by email at [secretary@vitamin.com.ua](mailto:secretary@vitamin.com.ua) or by letter to the address:

04073, Ukraine, Kyiv, Kopylovskaya Street, 38.

### Changes to the Policy

This Policy may be amended or supplemented periodically and without prior notice to the user, including in the event of changes in legal requirements.

In the event of significant changes to this Policy, the Company will post a notice on the Site and indicate the effective date of these changes. If you do not refuse to accept them in writing within the specified period, this means that you agree to the relevant changes to the Policy.

Please review the Policy from time to time to stay informed of any changes or additions.