



Sandoz community guidelines for social media channels

Thank you for being part of the Sandoz community!

We look forward to hearing your thoughts. Our goal is to create a space where everyone can connect, share and learn more about what we do at Sandoz. However, as a healthcare company, we operate in a highly regulated space so there are certain topics that we can't engage with.

To keep things appropriate and relevant for everyone, we ask that you take a moment to read through these simple house rules.

Respectful engagement

We welcome thoughtful comments, feedback and ideas. However, to protect this space for everyone, we may need to remove posts or replies that include:

- Mentions of specific medicines (including those made by Sandoz or others)
- Offensive, inappropriate or discriminatory content
- Threatening language or comments that condone illegal activity
- Health or medical advice
- Personal Information, including personal contact details (e.g. names, email addresses, phone numbers) or health information
- Spam, repeated posts or off-topic comments
- Copyrighted content that isn't yours to share
- Promotional content, including attempts to sell, advertise or recruit
- Anything that breaks the platform's community standards or terms of use

While we try to respond to as many people as we can, there may be cases where we simply can't comment – especially when it involves medical products or treatment advice.

Please note that if we like or share your comment, that doesn't mean we're endorsing it. We're here to encourage good conversation, not to pick sides.

Our channels are moderated in English, so we may not be able to respond to messages in other languages.

Sharing health concerns or adverse events

If you experience any side effects or adverse events related to a Sandoz medicine, please speak with a healthcare professional immediately. You can also report it directly to us through our website: sandoz.com/adverse-event-reporting.

If you share an adverse event over social media, we may need to follow up privately to ask for more information. In some cases, we might need to hide your post from public view to protect your privacy and meet reporting obligations. We also recommend keeping personal health details off social media whenever possible.



Your privacy matters

If you interact with us (by liking, commenting or sending a message), the platform may share certain information with us based on your privacy settings, such as age, location or interests. We use this information to understand our audience better and improve how we communicate.

We only use your personal information to respond to your messages or support your requests. If you share an adverse event or product concern, we may be legally required to store some personal details and share them with the relevant health authorities. In that case, your data will be kept secure and only used for that purpose, in line with applicable laws and privacy regulations.

We also work with trusted partners to help manage our social channels. They follow the same strict data privacy standards as we do.

If you have any questions about how we handle your personal data, you can contact our Data Protection Officer at sandoz_global.dpo@sandoz.com. You can also find more information about how we handle your personal data, including your rights and how to exercise them in our Privacy Notices, available at www.sandoz.com/sandoz-privacy-hub/.

Let's keep the conversation going

We love having a community that cares about access to healthcare, sustainability and making a difference. Thanks for reading and for being part of the conversation.

Let's continue to keep it thoughtful, respectful and engaging.

The Sandoz team