Privacy Notice

1. INTRODUCTION

This Privacy Policy aims to provide users with general and transparent information on the processing of personal data carried out through the websites belonging to Kedrion S.p.A. and its subsidiaries (hereinafter “Kedrion”) Kedrion, as well as through any additional digital platforms, web pages or online services that may be connected thereto.

Kedrion’s websites and online services are operated within an international corporate structure and may be managed by different Kedrion legal entities. For this reason, the purposes of personal data processing may differ according to the specific website or service accessed, the functionalities used, and the Kedrion entity responsible for its operation.

Therefore, this Privacy Policy describes the main categories of processing activities that may be carried out through Kedrion’s websites. For each website visited, the user should refer to the specific functionalities, services and purposes of processing present and applicable to that website, as described in this Privacy Policy.

With reference to each website, the data controller of the personal data is the Kedrion legal entity to which the website visited refers and/or which manages the relevant website or online service, as indicated in the information made available on that website.

For information on the use of cookies and similar tracking technologies, users should refer to the dedicated Cookie Policy made available on the website of each legal entity.

This Privacy Notice is kept regularly under review and was last updated in October 2026.

Please note that in certain circumstances, we may provide you with an additional and bespoke Privacy Notice that applies to specific processing activities and in accordance with the website that you are browsing. For example, if you are a healthcare professional and your details are held in our customer relationship management system, you may receive an additional privacy notice relevant to that context.

2. WHO ARE WE?

With reference to each website, the data controller of the personal data processed through the website is the Kedrion legal entity to which the relevant website refers and/or which manages such website or online service.

The contact details of the relevant data controller are made available on the website visited, in the dedicated sections and/or in the corporate information published therein.

In any case, for data protection related matters you can contact Kedrion at the following e-mail: privacy@kedrion.com

3. DO WE HAVE A DATA PROTECTION OFFICER (“DPO”)?

Kedrion has appointed a Data Protection Officer for certain subsidiaries and, where such appointment is not required under applicable local laws, has designated a Data Protection Reference

Our DPO(s) plays a central role in our operations, ensuring our compliance with data protection laws and addressing any questions or concerns regarding personal data. If you have any questions or need any assistance, you can reach our DPO at DPO@kedrion.com.

4. WHOSE PERSONAL DATA DO WE COLLECT?

Depending on the website visited, as well as on the specific purposes and services made available through such website, the relevant data controller may process personal data relating to different categories of data subjects.

These include:

- Website users: Individuals who browse our website and contact us through our website forms, including individuals who submit pharmacovigilance reports

- Customers and partners: Individuals working with healthcare providers, institutions and other entities that submit any information request concerning Kedrion’s products through websites.

- Any third party that submit a pharmacovigilance report through Kedrion’s websites.

5. WHEN DO WE COLLECT YOUR PERSONAL DATA?

We may collect personal data in various circumstances to facilitate our interactions with you and enhance the products we provide. These circumstances include:

- When you visit our websites and fill out forms: This could involve, for example, subscribing to newsletters, requesting information, participating in any interactive features on our websites or submitting pharmacovigilance reports

- When you contact us for any reason: Whether you reach out to us with a query, lodge a complaint, provide feedback, or request additional information, we collect personal details necessary to respond and resolve your enquiries efficiently.

- When you engage with us on social media: We may collect publicly available information from your interactions with our official social media pages, including likes, comments, and direct messages to better connect with you and address your needs.

By collecting this data, we aim to streamline operations and improve the quality of our interactions with you, while ensuring your privacy is protected in line with data protection laws.

6. WHAT PERSONAL DATA DO WE COLLECT?

The type of personal data we collect depends on the nature of our relationship with you and your interactions with us. We may collect both personal data (which identifies you as an individual) and anonymous data (which does not directly identify you).

The personal data that we collect is outlined below.

- Website users: if you browse our websites, we collect anonymised analytics data through Google Analytics. However, if you fill out and submit a contact form, we collect personal data such as your name, email address, phone number, and the message you provide to respond to your query. When you contact the relevant Kedrion legal entity to request information about our products, we may process your identification and contact details, such as name, surname, e-mail address, telephone number, country and, where applicable, company or organisation, professional role and qualification. Depending on the nature of the request and on your capacity as the person contacting us, we may also process additional information. For example, if you are a healthcare professional, we may process information relating to your professional qualification. If you are a patient or another individual, we may process any additional information you voluntarily provide in your request, including information relating to the product concerned or the reason for your enquiry, to the extent necessary to handle and respond to your request.

- Newsletter subscribers: if you subscribe to one of our newsletters, we will collect your name and email address to send you updates and relevant information.

- Social media engagement: when you interact with us via social media platforms, we may collect your contact details and other information you share to respond to your comments, questions, or feedback.

- Website analytics: when you visit our websites, we collect anonymous analytics data through services like Google Analytics to monitor performance and improve user experience. This data does not include personal identifiers like your internet protocol (“IP”) address.

- Server logs: our servers automatically collect log files, which may include data like the type of device you are using, browser information, and other technical data. This data is collected for security and performance monitoring purposes and is not associated with individual users. It is automatically deleted on a regular basis.

7. WHAT IS OUR LAWFUL BASIS (LEGAL REASON) FOR PROCESSING YOUR PERSONAL DATA?

When we collect and process your personal data, we ensure that we have a lawful basis to do so in accordance with data protection laws. Below, we outline the key lawful bases that we rely on for the collection and use of personal data. In some situations, more than one lawful basis may apply to the same processing activity. However, please note that where we rely on consent as a lawful basis, it is the sole basis for processing.

- Consent: we collect and process your personal data when you have given explicit consent for us to do so. Consent is obtained in specific situations. For example, if you consent to receive marketing communications from us about our products. You have the right to withdraw your consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal. To withdraw your consent, you may contact the data controller, namely the Kedrion legal entity responsible for the relevant website, using the contact details indicated on that website.

- Contract: we collect and process your personal data where it is necessary for the performance of a contract, or to take steps at your request before entering into a contract. For example, this may apply when you submit a contact request through the website in order to receive information about our products or services or request a quotation.

- Legal obligation: we collect and process your personal data when required to comply with legal and regulatory obligations. For example, this may apply where we are required to retain certain information relating to requests or communications submitted through the website in order to comply with applicable legal obligations, respond to requests from competent authorities, or manage and document any claims or disputes.

- Legitimate interests: we may process your personal data to pursue our legitimate business interests provided that such interests are not overridden by your interests, rights, or freedoms. Our legitimate interests include, for example, the management of our website, and ensuring the security of our operations and IT infrastructure. In all cases, we ensure that our legitimate interests are balanced with your rights, and where necessary, we conduct assessments to verify that your personal data is protected. If we rely on legitimate interests, you have the right to object to such processing in certain circumstances.

- Recognised legitimate interests: we collect and process your personal data where it is necessary to pursue specific legitimate interests recognised under data protection law, which do not require a balancing test against your rights and freedoms. These include safeguarding public security and national defence, preventing and detecting crime, responding to emergencies, protecting vulnerable individuals, and complying with requests from public authorities acting in the public interest. In all cases, we ensure that the processing is proportionate, limited to what is necessary, and subject to appropriate safeguards.

8. HOW AND WHY DO WE USE YOUR PERSONAL DATA?

We use your personal data for a variety of purposes, always ensuring that we have a valid lawful basis for doing so. The specific ways in which we use your personal data may vary depending on your relationship with us.

Below are the key reasons why and how we process your personal data:

- To respond to your queries: when you contact us – whether through our website, by email, phone, or social media – we collect and process the personal data you provide so we can respond effectively. We may keep a record of these interactions to assist with any future communications and to ensure consistency in how we address your questions or concerns.

- To comply with legal and regulatory obligations: as an organisation operating in the healthcare sector, we are subject to a range of legal and regulatory requirements. We may need to share your personal data with law enforcement agencies, government bodies or courts when required by law.

- To prevent fraud and safeguard our operations: we may use your personal data to protect you, our organisation, and others from fraud, identity theft, and other illegal activities.

- To maintain and improve our IT systems: we may process your personal data to ensure the functionality and security of our IT systems. This helps us protect your information and maintain the integrity of our operations.

- To respond to requests for information about Group products: we may process personal data in order to receive, assess, manage and respond to requests for information concerning our products submitted through the website or other available contact channels.

By processing your personal data in these ways, we aim to ensure the highest standards of safety, compliance and customer service while safeguarding the rights and privacy of all individuals involved in our operations.

9. HOW DO WE PROTECT YOUR PERSONAL DATA?

We treat all personal data that we process with the utmost care and take all appropriate steps to protect it.

We have put in place appropriate technical and organisational security measures (such as SSL encryption) to prevent your personal data from being accidentally lost, falsified, used or accessed in an unauthorised way, altered or disclosed.

In addition, we limit access to your personal data to those employees, contractors and other third parties who have a business need to know. We have put in place policies, plans and procedures to deal with any suspected or actual personal data breaches.

We regularly monitor our systems for possible vulnerabilities and attacks.

10. HOW LONG WILL WE KEEP YOUR PERSONAL DATA?

Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected unless we need to keep it longer to comply with our legal obligations.

At the end of the appropriate retention period, your personal data will either be deleted completely or anonymised, for example by aggregation with other data so that it can be used in a non-identifiable way for statistical analysis and business planning.

To determine the appropriate retention period, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

Please note that we may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

11. WHO DO WE SHARE YOUR PERSONAL DATA WITH?

We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries.

We may share your information with selected third parties who we use to provide services. For example:

- companies who provide or support our business systems;

- operational companies such as couriers;

- marketing companies who provide and manage our electronic communication with you.

We may share your personal data with third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners will use your personal data in the same way as set out in this Privacy Notice.

In all cases, we ensure that third parties only receive the minimum information necessary and ensure that:

- your personal data is only used for the exact purposes specified in our contract with them;

- your privacy is always maintained;

- your personal data is kept securely;

- any data held by them will either be deleted or rendered anonymous when we stop using their services (except for data which they are required to keep in order to comply with their data retention obligations).

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions, except for when such third parties are regulators and other governmental organisations.

12. WHERE WILL YOUR PERSONAL DATA BE PROCESSED?

We may transfer personal data to Kedrion companies located in countries outside the EEA, in compliance with the safeguards provided for under applicable data protection laws.

Where any of the third parties described in the previous paragraph are established in, or use cloud services located in, countries outside the European Union, please note that such countries may provide an adequate level of data protection, as established by specific adequacy decisions adopted by the European Commission.

Transfers of personal data to third parties established or located in countries outside the European Union that do not ensure an adequate level of protection will be carried out only with the consent of the data subject, or subject to the conclusion of specific agreements between the Company and such third parties, including safeguards and appropriate guarantees for the protection of personal data, such as the so-called “Standard Contractual Clauses” approved by the European Commission, or where the transfer is necessary for the conclusion or performance of a contract between the Company and the data subject, or for the management of the data subject’s requests.

If you want to find out the specific mechanism used when transferring your personal data out of the EEA, please contact us.

13. WHAT ARE YOUR RIGHTS OVER YOUR PERSONAL DATA?

Under data protection law, you have a number of rights in relation to your personal data. These rights are designed to give you control over how your data is used and to ensure transparency and accountability in data processing.

- Right of access. You have the right to request confirmation of whether we process your personal data, and to obtain a copy of that data along with information about how and why it is processed.

- Right to rectification. You can request that we correct or complete any inaccurate or incomplete personal data we hold about you.

- Right to erasure. You may request the deletion of your personal data where there is no lawful reason for us to continue processing it, subject to certain legal and contractual exceptions.

- Right to restrict processing. You can ask us to limit the way we use your personal data in specific circumstances, such as while a data accuracy dispute is being resolved.

- Right to data portability. You have the right to receive your personal data in a structured, commonly used, and machine-readable format, and to request that it be transferred to another controller where technically feasible.

- Right to object. You may object to the processing of your personal data where it is based on our legitimate interests or used for direct marketing purposes.

- Right to withdraw consent. Where processing is based on your consent, you may withdraw that consent at any time. This will not affect the lawfulness of processing carried out before the withdrawal.

- Right to complain. You have the right to lodge a complaint with the competent supervisory authority if you believe that your personal data has been processed unlawfully or that your rights have not been respected.

We aim to respond to all valid requests within one calendar month. Where a request is complex, we may extend this period by up to two additional months, in accordance with the law. If an extension is required, we will inform you of the reason and expected timeframe.

To protect your personal data and ensure that rights are exercised appropriately, we may request additional information to verify your identity before processing your request.

All searches and responses will be reasonable and proportionate, and we reserve the right to charge a reasonable fee for requests that are manifestly unfounded, excessive, or repetitive.

If you would like to exercise any of your rights, please click here to fill in our online form or email us at privacy@kedrion.com.

14. HOW CAN YOU STOP US CONTACTING YOU?

- Click the ‘unsubscribe’ link in any email communication that we send you.

- Reply to any direct email and request that you are not contacted.

- Email us at privacy@kedrion.com.

Please note that you may continue to receive communications for a short period after changing your preferences while our systems are fully updated.

You may also still receive communication from us if we are required to contact you for legal or contractual purposes.

15. CONTACTING THE DATA PROTECTION SUPERVISORY AUTHORITY

For the purposes of this Privacy Policy, the competent supervisory authority shall be identified in accordance with the local applicable laws.

Accordingly, the competent supervisory authority may depend on the Kedrion legal entity acting as data controller for the relevant website, the place where the affected data subjects reside, and the circumstances of the specific processing activity.

16. QUESTIONS

Questions, comments and requests regarding this Privacy Notice are welcomed and should be addressed to our DPO at DPO@kedrion.com.