



CELNOVA PHARMA

NETWORK USAGE
POLICY FOR
CELNOVA PHARMA'S
FOLLOWERS

Thank you for your interest in Celnova Pharma and for being part of our social media community. We maintain strict regulatory compliance in our social media discussions, especially on sensitive topics such as pharmaceutical products, including those of our own company or third parties, as well as any dialogue regarding treatment options. Therefore, it is essential to avoid any exchange on these topics. To ensure a positive experience and comply with healthcare sector regulations, we have established the following guidelines for participation in our channels:

USAGE GUIDELINES:

- 1. Respect and courtesy:** We expect all followers to interact in a respectful and courteous manner. Avoid offensive, discriminatory, or hateful comments. Any form of harassment, intimidation, or inappropriate language will be removed, and the user may be blocked from the account.
- 2. Accurate and relevant information:** It is important to remember that information shared on the platforms should not be considered medical advice. If you have questions about your health or treatment, we recommend consulting a qualified medical professional.
- 3. Privacy and confidentiality:** For your own safety and that of others, avoid sharing sensitive personal information in public comments. This includes, but is not limited to, personal medical information, phone numbers, email addresses, or any other data that may compromise your privacy or security.
- 4. Storage and use of private information:** All content you share on this channel will be accessible to the public. It is important to note that we may employ third-party service providers to manage your comments and direct messages, which means these third parties may access any personal information you share with us. However, these providers are contractually obligated to ensure adequate protection and security of your personal information.

5. **Intellectual property:** Respect the intellectual property rights of Celnova Pharma and third parties. Do not post copyrighted content, trademarks, or other proprietary rights without authorization. Additionally, do not use content generated by Celnova Pharma for commercial purposes without permission.
6. **Promotions and advertising:** Do not post unauthorized promotional or advertising content in the comments or anywhere else on the Celnova Pharma account.
7. **Reports and complaints:** If you find any content that you believe is inappropriate or violates these guidelines, please report it immediately via direct messages. We are committed to reviewing all reports diligently and taking necessary actions to address any issues.
8. **Side effects and adverse events:** If you experience any medical side effects or reactions to a product from Celnova Pharma, we recommend consulting your doctor, pharmacist, or other healthcare professional immediately. Additionally, you can inform us directly through our communication channels: Telephone line +54 11 3221 5414 · +54 11 4709 9020 or by email at farmacovigilancia@celnova.com.
9. **Management of adverse events:** In the event that you report an adverse event or problem related to one of our products, it is essential to know that the information you provide will be stored and used in accordance with applicable laws. This information will be sent to our Pharmacovigilance department at Celnova Pharma and/or regulatory authorities, in accordance with legal and regulatory requirements. Therefore, we are also obligated to store your personal data in order to comply with these obligations.
10. **Responsible comments:** To maintain a suitable environment, any comment that does not comply with the following rules will be subject to removal:

- Use of inappropriate, defamatory, offensive, discriminatory, or derogatory language, including images, videos, and links.
- Comments related to pharmaceutical products.
- Comments that are derogatory, threatening, or promote violence or illegal activities.
- Comments unrelated to the topic under discussion.
- Offering medical or health advice.
- Disclosure of personal information, such as individual names, email addresses, or phone numbers.
- Violation of copyright or intellectual property rights.
- Comments for commercial purposes, such as selling products and services or promoting followers.
- Excessively repetitive and/or spam comments.
- Disclosure of confidential, sensitive, or non-public information.

11. Policy updates: We reserve the right to update these guidelines at any time without prior notice. We recommend that you periodically review this policy to ensure you are aware of any changes.

It is important to highlight that any user who repeatedly violates these guidelines may be excluded from our list of followers. In this case, the user will no longer be able to follow our news or comment on our posts.

For additional information on privacy at Celnova Pharma, please read our Privacy Policy.

By following any of our social media accounts and participating in our community, you agree to comply with these usage guidelines.

Thank you for being part of the Celnova Pharma community on social media!