

## Disclaimer and Terms & Conditions

### Disclaimer

This online web platform (referred to as "Website") is operated by [Sun Pharmaceuticals Industries Limited /Sun Pharma Laboratories Limited] ("Company"). The information provided on this Website is for educational and general informational purposes, except such information that is required by law.

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TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL THE COMPANY, INCLUDING ITS EMPLOYEES, OFFICERS, AGENTS, CONSULTANTS, CONTRACTORS BE LIABLE TO ANY PARTY FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES OF ANY TYPE WHATSOEVER RELATED TO OR ARISING FROM THIS WEBSITE OR ANY USE OF THIS WEBSITE, OR OF ANY RESOURCE LINKED TO, REFERENCED, OR ACCESSED THROUGH THIS WEBSITE, OR ACCESS TO, ANY MATERIALS, INFORMATION, PRODUCTS, OR SERVICES, INCLUDING, WITHOUT LIMITATION, ANY LOST PROFITS, BUSINESS INTERRUPTION, LOST SAVINGS OR LOSS OF PROGRAMS OR OTHER DATA, EVEN IF THE COMPANY IS EXPRESSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THIS EXCLUSION AND WAIVER OF LIABILITY APPLIES TO ALL CAUSES OF ACTION, WHETHER BASED ON CONTRACT, WARRANTY, TORT, OR ANY OTHER LEGAL THEORIES.

You agree to hold the Company harmless for any damages, losses, costs, or expenses that you may incur as a result of your use of this Website or your use of the Content, information and/or services available through this Website to the extent legally permitted.

### **Terms of use**

By accessing or using the Website, you agree to comply with and be bound by these Terms and Conditions of Use (Terms of Use). The following are the terms of use agreed between you and the Company.

By accessing, or using this Website, you acknowledge that you have read, understood, and agree to be bound by these Terms of Use and the Disclaimer and to comply with all applicable laws and regulations. If you do not agree to these terms of use, please do not use this Website.

This Website offers the option to request additional information on products or submit general inquiries. By completing and submitting the form or placing a request for more information on product through this Website, you agree to the terms set forth in this Terms of Use. Any such submission made by you to the Company, including but not limited to questions, comments, suggestions or the like shall be deemed to become the property of the Company. Company shall be free to use any ideas, concepts, know-how or techniques contained in such information for any purpose whatsoever, including but not limited to developing, manufacturing, packaging and marketing products incorporating such information.

The Company may, without notice to you, at any time, revise these Terms of Use and any other information contained in this Website. The Company may also make improvements or changes in the Content described in this Website at any time without notice. Your use of the Website following any such modification constitutes your agreement to follow and be bound by the Terms of Use as modified.

This Website is not intended nor aimed for the use or access by persons below 18 years of age. If you are a minor, you should obtain the consent of your legal guardian before using this Website. This Website contains proprietary notices and copyright information, the terms of which must be observed and followed.

Some of the content available on the Website, including but not limited to the text, graphics, animation, narration, videos, questions, and feedback ("Content") are for educational and informational purposes only.

All Content on the Website is under the exclusive ownership of the Company or its partners. The Company grants you a non-exclusive, non-transferable, limited permission to access the Content within this Website for enhancing your knowledge, provided you comply with these Terms of Use, and all copyright, trademark, and other proprietary notices remain intact. The information on the Website is neither assignable nor transferable under any circumstance.

Except for the limited permission in the preceding paragraph, the Company does not grant you any express or implied rights or licenses under any patents, trademarks, copyrights, or other proprietary or intellectual property rights. Any software and other materials that are made available for downloading, access, or other use from this Website with their own license terms, will be governed by such terms, conditions, and notices. Your failure to comply with such terms or any of the terms on this Website will result in automatic termination of any rights granted to you, without prior notice.

These Terms of Use, and any rights and licenses granted hereunder, may be assigned by the Company without restriction.

If any term in this Terms of Use is found by competent judicial authority to be unenforceable in any respect, the validity of the remainder of this Terms of Use will be unaffected, provided that such unenforceability does not materially affect the parties' rights under this Terms of Use.

This Website shall be governed by the laws of India without reference to conflict of laws principles. Any legal action or proceeding related to this Website shall be subject to exclusive jurisdiction of the courts at Mumbai, India and you hereby accede to and accept the jurisdiction of such courts.

Personal details provided to Company through this Website will only be used in accordance with the Privacy Policy as stated herein.

### **Privacy Policy:**

1. This Website is operated by [Sun Pharmaceuticals Industries Limited /Sun Pharma Laboratories Limited] having registered address at [Sun House, B-1/201, Western Express Highway, Goregaon (East), Mumbai – 400063, Maharashtra, India] ("Company", "we"). The privacy policy contained herein ("Privacy Policy") captures the manner of collection, storing, transmission, processing and protecting the information and personal data which is provided by the users while using the Website Company urges you ("You", "User") to carefully read and review this Privacy Policy before accessing or using this Website.

2. By entering into this Website, you hereby consent to the terms of this Privacy Policy and are agreeing to abide by this Privacy Policy, without any exception and this Privacy Policy applies to all the Users of the Website. The kind of information we may collect from you includes (by way of a non-exhaustive list) personal information and non-personal information, location which includes your name, email id, mobile number, gender, login id, personal details, physical, physiological and mental health condition, password, any detail relating to the above personal information categories as provided to the Company for the purpose of providing services/information through the Website. Any personal information, you submit to the Company and having received by the Company, for processing, or to be stored or processed under lawful contract or otherwise, which are collectively referred as "information", will be treated as you having given your permission for processing such information in a manner provided in this Privacy Policy. We reserve the right to include or amend this Privacy Policy at any time without any prior notice. The Website is not designed to

collect and/or receive any personal information of you by itself. Sun is not able to identify you personally unless you access Website and/or provide any personal information

3. We respect the privacy of the User and are equally committed to take reasonable precautions to protect 'Sensitive Personal Data or Information' (SPDI) ("User Information") and information (together referred as "Information") of Users while visiting the Website and are committed to comply with all applicable legal, regulatory and/or contractual obligations related to privacy. We are committed to your privacy. The Privacy Policy as set forth under this Website are intended to be for this Website only.

4. This Privacy Policy covers the processing, storage and access to Information as required under lawful and/or contractual activities with the Company or otherwise required in the normal course of business. It describes Company's policies and procedures on the collection, usage and disclosure of Information provided/received from natural persons and meets the requirements established under:

- The Information Technology Act, 2000 – Section 43A; and
- The Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Information) Rules, 2011.

The Company has adopted the "Privacy by Default" principles in its approach to data privacy i.e. privacy of data and information is upheld first by default.

5. The Information shall be used for legitimate business purposes in order:

- i) To personalize the content accessible to the User
- ii) To send updates or replies on your email id/mobile no. via WhatsApp, SMS

6. Under this Website we will only collect minimum Information from the User for the purpose of meeting the requirement mentioned in this Privacy Policy. We or any of our representatives shall not be responsible for the authenticity of the Information. We may collect Information for enabling secure online authentication, interaction and transaction with natural persons which may include installation of cookies and the collection of other session data.

7. We will retain your information for as long as it is needed to provide the services. Information of a User will be mandatorily retained for a period of 180 days, post withdrawal of consent from the use of information as per Clause 14 mentioned hereunder. We ensure to delete your personal data or keep it in a form that does not identify any individual. when this information is no longer necessary for the purposes for which we process it, unless we are required by law to keep this information for a longer period.

8. We are the sole holders of the Information collected on this Website and we take reasonable precautions to protect your Information while in our possession or control. The Information collected by the Website including all posts, interactions, will be fully encrypted and secure with us. However, Information on the Website may be accessed by the Company its affiliates, by certain companies with which the Company may conduct joint programs, and by individuals and entities with whom Company contracts to carry out business activities for Company.

9. We do not sell or rent your personal Information to anyone else. We may share the Information with third-party, if it is required for further processing or connection to its business. During this time the Information shared will be in accordance with the confidentiality agreement with such third party and applicable law for the intended purpose for which the Information was originally collected, and the Company shall ensure all such third parties comply with Company's Data Protection and Privacy Policy and Procedure. In event of a merger, takeover, joint venture in the future the Information will be shared with the new entity.

10. We may release Information when we believe release is required to comply with applicable law. We may disclose or transfer your personal data if we believe doing so is required or appropriate to (i) comply with law enforcement requests and legal process, such as court order or subpoena (ii) protect your, our, or others' rights, property, or safety. By providing us with your information, you consent to our collection, use and disclosure of that Information as the Company deems fit.

11. The Company offers no warranties or representations regarding the contents provided herein and/or in any contents contained in the certification site.

12. All Information disclosed by you to us under this Website shall be and shall remain the property of the User only. Notwithstanding the foregoing, the Company shall not be required to destroy any computer files to the extent such destruction is not reasonably practical or to the extent it is created by automatic system back up.

13. The Website may use cookies for the features offered under this Website and we may send cookies to third parties. We use cookies for internal purposes which includes but is not limited to performance testing, tracking app usage and feature enhancement. Cookies are useful for gathering information such as browser type and operating system, tracking the number of Users to the Website, and understanding how Users use the Website and related content, and based on this information the Company may tailor content to optimize the performance of the Website and to conduct any educational awareness activities. Personal information cannot be collected via cookies and other tracking technology; however, if you previously provided personally identifiable information, cookies may be tied to such Information. Cookie and tracking information may be shared with third parties.

14. Report Grievances: In case of any corrections required to be made to the Information, the same can be carried out on the Website. In the event the User is unable to do so in the Website and / or the visitor wants to withdraw his / her consent to provide SPDI, he / she may contact the Grievance officer, may report your grievances at [Customer.connect@sunpharma.com](mailto:Customer.connect@sunpharma.com).

15. UNDER NO CIRCUMSTANCES SHALL THE COMPANY, INCLUDING ITS EMPLOYEES, OFFICERS, AGENTS, CONSULTANTS, CONTRACTORS SHALL, BE HELD LIABLE FOR ANY DAMAGES IN LAW OR IN EQUITY, INCLUDING WITHOUT LIMITATION DIRECT, INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE USE OF, OR INABILITY TO USE, THE WEBSITE OR FROM INFORMATION PROVIDED ON THE WEBSITE, OR USE OF RECORD, OR UNAUTHORIZED ACCESS, AND THE RISK OF ANY INJURY FROM THE FOREGOING RESTS ENTIRELY WITH YOU.

This Privacy Policy was last updated on August 2023 and is effective as of that date