



Privacy Policy

Otsuka (Philippines) Pharmaceutical, Inc. (OPPI) respects the privacy of personal information and is committed to protecting data in accordance with National Privacy Commission (NPC) Republic Act No. 10173 also known as Data Privacy Act of 2012 (DPA). All personal information collected on this OPPI website is secured, to the best of our ability, and used for purposes that this Privacy Policy has stated, including data processing and sharing.

What Personal Information do we collect?

OPPI collects personal information you entered through registrations, applications, and in relation to your inquiries, comments, and feedback. This personal information may include the following:

For Patient health, wellness and support, OPPI collects, processes and stores the following data for registration in OPPI Website:

- Full Name (Last Name, First Name and Middle Name)
- Gender
- Birthdate
- Home Address
- E-mail Address
- Mobile Number
- Name and Specialty of Primary Care Doctor

For Healthcare Professionals who access and register in OPPI Website, OPPI collects, processes and stores the following data:

- Full Name (Last Name, First Name and Middle Name)
- Clinic Address
- E-mail Address
- Mobile Number
- Hospital Affiliation
- Profession and Specialty
- PRC Number

Our office address, located in Makati City, is also equipped with 24/7 CCTV cameras to ensure the safety and security of our OPPI Employees.

How and when do we collect your information?

It is important that we collect accurate information about you through electronic forms via this website so we can provide the appropriate services, support, product updates and other information.

Why do we collect personal information?

- For Business Operations

We collect personal information to operate our business, process your request and



application, aid in your inquiries, deliver products and services newsletters, announcements and updates.

- For Third Party Services

We may use collected personal information to:

- develop and implement some programs that promote employee wellness, learning and development.
- provide accredited third parties with information necessary for their business operations as contracted by OPPI,
- in compliance with various statutes and administrative orders of regulatory agencies.

- To Improve Products and Services

We may use your personal information to improve our products and services, to better understand how you use our products, and to comply with our regulatory monitoring and reporting requirements related to adverse events, product complaints, and patient safety.

Do we share personal information with third parties or other organizations?

There are instances that we share personal information to the following:

- Within the Otsuka Community and Companies

There are instances that we may share personal information within Otsuka Group of Companies, locally and globally. Any personal information you provide may be stored, accessed, transferred, and processed from the Philippines and other countries. However, OPPI handles your personal data in accordance with this Privacy Policy and the DPA and its Implementing Rules and Regulations.

- Third Party Service Providers

OPPI outsource services and may process your personal information on our behalf. OPPI collaborates with other companies and individuals to collect, process and store your personal information and may have access to personal data to perform their functions, but limited to the use of such data mentioned in our Service/Sharing Agreement.

- To comply with local regulatory requirements

For instance, we may share some of your personal information with government agencies which lawfully collect information such as Food and Drug Administration (FDA). FDA requires submission of relevant information and reports relevant to adverse events, patient safety, HCP sponsorship and disclosure reporting.

We may also share your personal information with any judicial authorities and proceedings to respond to a court order.



How do we secure personal information?

Only authorized OPPI personnel have access to your personal information. OPPI has adequate technical, physical, and organizational security measures to protect your data from theft, loss, unauthorized access and disclosure.

How long will we keep the personal information?

OPPI stores your personal information in accordance with the National Archives of the Philippines as reference within five (5) to ten (10) years retention period. Destruction of personal information must be accomplished by either shredding (physical copies) or permanent deletion (electronic copies).

What are your rights as the data subject?

- You have the right to request a copy of personal information that we hold about you, as well as to ask for it to be corrected if you think there is anything inaccurate.
- You have the right to object to, or withdraw consent that may have been given for, certain processing like direct marketing, trainings, or research.
- You have the right to suspend, withdraw, or order blocking, removal or destruction of your personal data from our filing system if you have substantial proof that your rights are violated, or that your data are incomplete, false, or unlawfully obtained; or processed for unauthorized or unlawful purpose.
- You have the right to be indemnified for damages you may have sustained due to inaccurate, incomplete, false or unauthorized use of your personal data
- Transmissibility of your Rights. Upon death or incapacity, your rights may be transferred to your lawful heirs.

How can you contact us?

If you have concerns or questions related to Privacy Policy, you may email OPPI's Data Protection Officer at dataprivacy@otsuka.com.ph.

In case we are unable to address your concern, you have the right to lodge a complaint to the National Privacy Commission.

For any personal data breaches, data subjects and NPC will be notified seventy-two (72) hours upon knowledge or reasonable belief via email or any written form of notification. OPPI has internal policies and security measures to handle and manage data breaches.

Website Privacy Policy

Website Log Data

The sections below are applicable to the Website and other sites of OPPI. By visiting our website, you are accepting the following terms and conditions and monitor your activities through "Cookies".

Cookies are packets of information that a web server generates and transfers to a user's



computer for record-keeping purposes. These are used to keep track of users' preferences for content and alert them to new content areas. Most browsers allow you to turn off cookies if you do not want them tracking your preferences. However, many sites will not function well if you disable them.

Website Data Security

OPPI official website is protected and secured from phishers and unauthorized access.

Subscription to newsletter or press release

You may subscribe to OPPI's newsletter or press release by voluntarily providing your email address. OPPI is committed to send only messages to individuals who opted to receive such information or updates.

You may opt to remove your information from the distribution list by sending us an e-mail to optout@otsuka.com.ph.

Links to other websites

OPPI official website contains external links that are/may be related to OPPI such as the Otsuka JAPAN (Headquarters) website that has their own Privacy Policies.

