

Data Protection Notice

1. Contact Information for privacy inquiries

To contact our Continence Care Product Manager directly:

Stephanie Grace
95 Mary Street
Aurora, Ontario L4G 1G3
Stephanie.grace@hollister.com
1-800-263-7400 ext. 7572

To contact our Chief Data Protection Counsel:

Melissa G. Brunette
2000 Hollister Drive
Libertyville, Illinois USA 60048
Privacy@Hollister.com
1 847 680 2800

2. Legal Basis

The processing is based on your consent (Art. 6 (1) lit. a General Data Protection Regulation – “GDPR”) which you provide by completing and submitting your consent declaration. Granting consent is voluntary.

3. Transfers of your Personal Data

We will transfer your Personal Data to the following recipients for the purposes of keeping you informed about Hollister’s products or services you may be interested in; participating in Hollister’s feedback programs, such as surveys, product or service evaluations, and/or clinical trial activities:

- (i) To other entities within the Hollister group of companies, including in particular to Hollister Incorporated (2000 Hollister Drive, Libertyville, Illinois 60048). Such entities may be located in another country for which the European Commission has not issued a decision that this country ensures an adequate level of data protection, namely: the United States or the locations of non-EEA Hollister group companies. We transfer your personal data to these recipients for the legitimate interests of Hollister (pursuant to Art. 6 (1) (f) GDPR) to facilitate global operations in connection with the systems and services that the Hollister group of companies share, such as access to network servers, IT systems, and interdepartmental staff. A list of such companies can be found here: United States, Ireland.
- (ii) Third party service providers who process data on Hollister’s behalf as necessary for the provision of products and services, including IT service providers, such as salesforce.com and SAP, for the purpose of administering the software on which Hollister systems and network operate; Qualtrics. Our third party service providers and partners are contractually obligated to process such data on behalf of Hollister under appropriate instructions as necessary for the respective processing purposes and to appropriately protect your personal data. They may not otherwise process or share your personal data, except as permitted by law.
- (iii) Governmental authorities, courts, external advisors, and similar third parties as required or permitted by applicable law if we have reason to believe that disclosing personal data is necessary to identify, contact, or bring legal action against someone who may be causing fraud or injury to or interference with (either intentionally or unintentionally) our rights or property, other Website users or anyone else who could be harmed by such activities. We also disclose personal data in response to a subpoena, warrant or other court or administrative order, or when we believe in good faith that a law, regulation, subpoena, warrant or other court or administrative order requires – or authorizes us to do so – or to respond to an emergency situation. The legal basis for such data transfers are our legitimate interests identified above (pursuant to Art. 6 (1) (f) GDPR) and to comply with legal obligations (pursuant to Art. 6 (1) (c) GDPR).

In all cases, we limit the personal data which is provided to these third parties to only that which is necessary and as otherwise restricted by application of the GDPR and other relevant local law.

Some of the recipients of your personal data will be located or have relevant operations outside of your country and the EEA, where the data protection laws may provide a different level of protection compared to the laws in your jurisdiction and with regard to which an adequacy decision by the European Commission does not exist. By way of entering into appropriate data

transfer agreements based on Standard Contractual Clauses (2010/87/EU and/or 2004/915/EC) as referred to in Art. 46 (5) GDPR or other adequate means, which may be requested via the contact details below, we will implement appropriate measures to ensure that all other recipients located outside the EEA will provide an adequate level of data protection and that appropriate technical and organizational security measures are in place to protect your personal data against accidental or unlawful destruction, accidental loss or alteration, unauthorized disclosure or access, and against all other unlawful forms of processing.

4. Data Retention

Your personal data is stored by Hollister and/or our service providers to the extent necessary for the performance of our obligations and for the time necessary to achieve the purposes for which the personal data is collected, in accordance with applicable data protection laws and our robust internal data retention schedules. When Hollister no longer needs to process your personal data, we will delete it from our systems and/or records and/or take steps to properly anonymize it so that you can no longer be identified from it, unless we need to keep your personal data to comply with legal or regulatory obligations to which Hollister is subject.

5. Your rights

Under the GDPR, you have the following statutory rights which you can exercise vis-à-vis Hollister subject to the conditions set forth in applicable law.

- (i) **Right of access:** Pursuant to Art. 15 GDPR, you have the right to obtain from us confirmation as to whether or not personal data concerning you is being processed, and, where that is the case, to request access to the Personal Data. You have the right to obtain a copy of the Personal Data undergoing processing.
- (ii) **Right to rectification:** Pursuant to Art. 16 GDPR, you have the right to obtain from us the rectification of inaccurate personal data concerning you. Depending on the purposes of the processing, you have the right to have incomplete Personal Data completed.
- (iii) **Right to erasure (right to be forgotten):** Pursuant to Art. 17 GDPR, you have the right to ask us to erase your personal data.
- (iv) **Right to restriction of processing:** Pursuant to Art. 18 GDPR, you have the right to restrict our processing your personal data in certain circumstances.
- (v) **Right to data portability:** Pursuant to Art. 20 GDPR, you have the right to receive the personal data concerning you which you have provided to us in a structured, commonly used and machine-readable format and you have the right to transmit those personal data to another entity without hindrance from us.
- (vi) **Right to object:** Pursuant to Art. 21 GDPR, you have the right to object, on grounds relating to your particular situation, or where personal data are processed for direct marketing purposes at any time to the processing of your personal data by us and we can be required to no longer process your personal data.
- (vii) Such a right to object may not exist, in particular, if the processing of your personal data is necessary to take steps prior to entering into a contract or to perform a contract already concluded.

To exercise these rights, please contact Stephanie Grace at 1-800-263-7400 ext. 7572.

In case of complaints you also have the right to lodge a complaint with the competent supervisory authority, in particular in the Member State of your habitual residence or alleged infringement of the applicable data protection law.