

Terumo Privacy Notice

For Indonesia

Last updated on Date, 2025

Introduction

Terumo is committed to protecting your privacy and Personal Information and to respecting your rights. This Terumo Global Privacy Notice (this “Notice”) describes how Terumo group companies in Indonesia collect, use, share, transfer, store and secure (collectively “process”) the personal information of you, our customers, vendors, healthcare professionals, patients, clinical trial subjects, website visitors, candidates, shareholders and other contact persons (“Data Subjects”). “Personal Information” is any information relating to you, which can be used to personally identify you, either directly or indirectly.

For our employees, the privacy notice for employees shall exclusively apply. Please ask for your HR or access the respective intranet.

If we decide to change the way we process your Personal Information, we will post those changes in this Notice. For some changes, we will notify you more prominently and/or give you prior notice, depending on the legal requirements we will have to comply with. We reserve the right to make changes to our practices and this Notice at any time provided that we follow the procedures above.

This Notice may not address all possible data processing. In some cases, we may provide you with more detailed notice (such as sending you notification or through other supplementary policies) in relation to the processing of your Personal Information.

If you have any questions or concerns about this Notice or the way we collect, store and use your Personal Information, do not hesitate to contact anjaz.hilman@terumo.co.jp

Basic principles

1. Compliance with laws

Terumo processes your Personal Information in accordance with applicable laws and regulations.

2. Use of Personal Information

When Terumo collects your Personal Information, Terumo notifies the purpose of using Personal Information to you and never uses it for other purposes than the purpose of use notified to you without prior notice or your consent, unless the use for a compatible purpose is allowed by the applicable law.

3. Security of Personal Information

Terumo takes security measures technically and organizationally to prevent loss, destruction, falsification, divulgence or leakage to outside Terumo of, and unauthorized access to your Personal Information. Such measures include access rights management, monitoring of access, anonymization, pseudonymization, careful selection of processors, written agreements with processors, training to our employees and other technically and commercially reasonable measures to provide appropriate protection of your Personal Information.

Types of information we collect

We may collect and use the following types of information depending on your relationship with Terumo (some information listed below is not Personal Information depending on the applicable laws) for the purposes of processing and with the legal basis stated below:

Types of Data Subject	Type of information	Purpose of processing	Legal basis for the processing
Customers	Name Address Email address Telephone number	Managing commercial communications, including offers, orders, requests and inquiries Sending marketing communications (including our newsletter) relating to our products or services Product and service improvement Managing clinical trials Managing customer relationships Managing disputes	Execution and performance of an agreement with you or the company or organization you work for Your consent
Healthcare professionals (physicians, carers, handlers,	Name Address Email address	Sending expert opinions Performing clinical studies	Compliance with our legal or regulatory requirements

etc.)	Telephone number Job title, role, business activities, involvement in clinical trials, registration number in a professional organization Compensation and benefits Bank details Data required for a visa (for example, ID number, passport number, family status, personal life information, insurance certificates, etc.) Professional publications	Training sessions, workshops and other product training Supervision Managing grants and donations Organizing travel and registrations at conferences Product vigilance Sending marketing communications (including our newsletter) relating to our products or services Managing disputes Completing product related regulatory formalities	Execution and performance of an agreement with you or the company or organization you work for Execution of precontractual measures Your consent
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Patients	Description of procedures Patient identification for clinical trials, medical device vigilance or product and service quality improvement Identification data (age, gender, civil status) Health data (for example, medical history, involvement in clinical trials, X-rays)	Clinical trials/studies Product vigilance Product and service improvement (quality) Sharing our experience and expertise with healthcare professionals Managing disputes (particularly management of product complaints) Completing product related regulatory formalities	Regulatory vigilance obligations Your consent
Representatives of healthcare professionals' associations	Name Address Email address Telephone	Managing grants and donations Sending expert opinions Performing clinical studies	Execution and performance of an agreement with you or the association you work for Execution of

	number	Managing disputes	precontractual measures Compliance with our legal or regulatory requirements Your consent
Distributors and sales representatives	Name Address Email address Telephone number	Managing commercial communications, including offers, orders, requests and inquiries Logistical organization with healthcare professionals Conducting due diligence Sending marketing communications (including our email newsletter) relating to our products or services Managing business relationships	Execution and performance of an agreement with you or the company or organization you work for Your consent

		Managing disputes	
Suppliers and service providers	Name Address Email address Telephone number Your image via CCTV	Managing commercial communications, including offers, orders, requests and inquiries Conducting due diligence Sending marketing communications (including our newsletter) relating to our products or services Managing business relationship Managing disputes Ensuring equipment security via CCTV	Execution and performance of an agreement with you or the company or organization you work for Your consent
Other business partners	Name Address Email address Telephone	Contact in relation to business Replying to inquiries and requests Managing business	Execution and performance of an agreement with you or the company or organization

	number	relationships Managing disputes	you work for Your consent
Potential customers, distributors, suppliers, service providers and other business partners	Name Address Email address Telephone number	Negotiating for possible business relationship Conducting due diligence Sending marketing communications (including our newsletter) relating to our products or services Managing disputes	Conclusion of contracts Your consent
Job candidates	Name Address Email address Telephone number CV Sensitive information including health data	Contacting you in relation to the application Assessing your skills, qualifications and suitability for the position Managing disputes	Your consent

	and family data		
Inquirers through Terumo's websites or call centers	Name Address Email address Telephone number ID and password	Handling inquiries Sending communications (including our email newsletter) relating to our products or services Verifying the access to Terumo's websites	Compliance with our legal or regulatory requirements Your consent
Visitors of Terumo facilities	Name Address Telephone number Your image via CCTV	Ensuring facility or equipment security via CCTV	Legitimate interest
Shareholders	Name Address Email address Telephone number	Managing shareholders' meeting Sending communications (including our newsletter) relating to the company	Compliance with our legal requirements

In addition to the information types listed above, we may collect and use other types of information relating to you that you may have voluntarily provided to us, that may have been provided to us in the context of our business relations or that we may have deducted or generated from information that were already in our possession.

Source of your information

We may collect your Personal Information that you have voluntarily provided to us (for example by applying or registering for an event, visiting our booth at a congress, participating in trade fairs, webinars, seminars, training events, by submitting your resume or business cards, by responding to a survey or participating in a website feature, by contacting our call center, or by participating in our clinical trials) or that was provided to us by the company or organization you work for.

We may receive or indirectly collect your Personal Information from other sources such as our business partners, data brokers, or public sources such as social networks, public websites and social media (e.g., Facebook, LinkedIn, X (Twitter), Instagram, WeChat).

Retention period

We only keep your Personal Information for as long as it is necessary for the purpose listed above or is required by law. However, we may be obliged to store some Personal Information for a longer time, taking into account factors including the establishment, exercise or defense of legal claims (e.g., for the purposes of a potential dispute).

Whilst we continue to process your Personal Information, we will ensure that it is treated in accordance with this Notice. Otherwise, we securely erase or anonymize your Personal Information once it is no longer needed.

Data Subject's rights

Under the applicable law, you have the following rights as a Data subject:

1. Right to Information

Data subjects have the right to be informed about the identity of the data controller, the purpose of data processing, and the legal basis for such processing.

2. Right to Access

Individuals can request access to their personal data that is being processed, including obtaining a copy of the data.

3. Right to Rectification

Data subjects may request the completion, updating, or correction of inaccurate or incomplete personal data.

4. Right to Erasure

Individuals have the right to request the termination of processing and deletion of their personal data under certain conditions.

5. Right to Restriction of Processing

Data subjects can request that their personal data will not be processed temporarily or permanently, depending on the circumstances.

6. Right to Object

Individuals may object to the processing of their personal data, particularly if it affects their rights and freedoms.

7. Right to Data Portability

Data subjects have the right to obtain and transmit their personal data to

another data controller, provided the systems involved support secure communication and interoperability.

8. Right to Withdraw Consent

Where consent is the basis for processing, individuals can withdraw it at any time without affecting the lawfulness of prior processing.

9. Right to File Complaints

Data subjects may file complaints with the relevant authority regarding violations of their data protection rights.

10. Right to Legal Remedies

Individuals have the right to seek legal remedies in case of unlawful data processing or breaches of their rights.

To exercise your rights, please contact anjaz.hilman@terumo.co.jp

Please be advised that we may transfer your inquiry and your contact information to the appropriate group company when necessary.

In order to guarantee the security of your Personal Information and to avoid any misuse, before responding to your request, we will ask you to provide us with an acceptable proof of your identity and will verify the legitimacy of your request and whether all the conditions have been satisfied.

Results of unavailability of your Personal Information

Providing Personal Information to us is voluntary on your part. You can choose not to provide us your information, however if you do, we may not be able to provide you with the applicable products or services or to effectively communicate with you.

Providing the information to third parties

Terumo will not sell, rent, distribute or otherwise make Personal Information commercially available to any third party except if you consent to us doing so and otherwise to the third parties stipulated below:

(a) Terumo group companies

We may share your Personal Information within our group companies who may use it for the same purposes as we may, or as otherwise set out in this Privacy Notice. The list of our group companies is available on the website.

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(b) Service providers

We also share your Personal Information with our third-party service providers as necessary. We carefully select these service providers and take steps to ensure that your Personal Information is adequately protected. All of our service providers are bound by written contract to process Personal Information provided to them only for the purpose of providing the specific service to us and to maintain appropriate security measures to protect your Personal Information.

(c) Health authorities, industrial associations

We may be required to disclose your Personal Information to health authorities and industrial associations in order to comply with the regulations on such matters as vigilance, transparency report, clinical trial, application for regulatory approval, product recall and other reports.

(d) Other authorities

We may also be requested to disclose your Personal Information as required by other authorities such as ministry, court, tax agency, local government office under laws, regulations, court orders or administrative orders. In this case, only the information specifically requested is disclosed.

(e) Acquirer, investor

We may disclose your Personal Information to our potential acquirer or investor in case of merger, acquisition, assignment, joint venture or other corporate transactions related to Terumo.

Cross Border Transfer of Personal Information

We are an international organization, operating globally, and in some cases, we transfer your Personal Information to a country or a region outside your residence / location which may not guarantee the same level protection or Personal Information as the one in your residence. Before transferring any Personal Information abroad, we will take all necessary measures in accordance with applicable laws and regulations to ensure that the recipient will safeguard the Personal Information consistent with our policy and applicable laws.

Cookies

When you visit or interact with our website, we (or our third-party providers) may use "cookies" or other similar technologies to personalize and enhance your experience. A "cookie" is a small piece of information sent to a visitor's computer or other Internet-connected devices to uniquely identify the visitor's browser or to store information or settings in the browser. Cookies are used in particular to make our websites work, or work more efficiently, as well as to provide data to the website owners.

The majority of web browsers accept cookies and similar files, but you can usually change your browser settings to prevent this. If for any reason you decide that you do not like our use of certain cookies, you can simply change your settings at any time. However, if you do so, some functionality of our websites may be lost.

Please see the cookie notice in respective Terumo websites for details.

REVISION HISTORY TABLE

Version	Release Date	Description of Changes
1	DD-MM-2023	New document
2	25-08-2025	Indonesia amendments