

Privacy Notice for Animal Health Professionals

1. Organization/s responsible for data processing

Intervet (Thailand) Ltd.

999/9 The Offices at Centralworld, Floor 37th, Unit OFHM 3701-3706, Rama I Road, Pathumwan Sub-district, Pathumwan District, Bangkok 10330

(hereinafter “MSD” or “We”)

This Privacy Notice describes how we process the personal data of Animal Health Professionals including veterinarians, veterinary surgeons, veterinary nurses, non-veterinary professionals associated with disciplines in animal science and nutrition, farmers and others who provide animal healthcare services in a professional capacity (hereinafter “Animal Health Professionals” or “You”), how we use personal data, and any rights you have regarding your personal data.

2. Personal data processed by us

Personal data is any information relating to you that we collect in connection with any interactions with you, such as our meetings, your participation in our training or information programs, events, your inquiries, and your communication with us. We may also process personal data that you provide to us or that results from your use of our websites or online services and those of our partners. We receive personal data from companies that provide information in the healthcare sector, sources of information open to the public, and business partners. Depending on the purpose of the data processing, we process the following personal data:

- Last name, first name, signature
- Contact details (such as mailing address, telephone numbers, email address, fax number, LINE ID), language
- Data about your professional activity, including academic titles, data about your general and professional education, specialty, research activity, publications, CV, roles, connections, practices, and clinics at which you work
- Data relating to our interactions with you and use of our products or services
- Preferences with regard to the way you communicate with MSD, times when you can be best reached, and frequency of communication, specialty or main interest
- Service and event data: information about your participation in meetings, training, events or programs, travel or logistical details, records of interactions with us, photographs, audio recordings, video recordings
- Financial and bank information you provide to us, credit card number, tax identification number
- Login data
- Navigation data on our websites, applications or online services or those of our partners (see our [Global Internet Privacy Policy](#) and our [Global Online Tracking Policy](#), cookies (see our Cookie Preference Center in this regard, which can be found at the bottom of our website by clicking on the “Cookie Preferences” button)

If MSD asks you to provide your personal data, you have the right to decline. If you decline to provide data required by us to either comply with legal obligations, to provide you with a requested product or service, to enter into a contract with you, or to perform contractual obligations, we will not be able to provide those services or enter into a contract with you. If that is the case, we will inform you accordingly.

3. Purpose of processing

We can only process your personal data where we have a suitable legal basis under the applicable data protection laws. Please see below a list of our business processes with the associated legal basis:

Fulfilment of our **legitimate interest**:

- Onboarding, verification, and credential management
- Implementation, monitoring, and evaluation of our activities
- Conduct of training or information on the use of our products
- Response to your questions and other customer support management
- Satisfaction surveys, tracking of interest in the provided information, business analytics and other key account management activities
- Initiation of scientific collaboration or research measures
- Maintenance of a database to track our interactions with you, establishment of contact through our team members or electronically to inform you about our products and services, our treatment approaches and to send you information that meets your needs or interests
- Invitation to conferences, professional, scientific, or medical events or trainings, webinars
- Analysis of your preferences or your profile, to organise our business activities, providing training and information offerings, providing information of greater relevance to your specialty areas and interests, and to improve the use of our websites, platforms and services
- Consolidation and controlling of the finances of the MSD group companies
- Transparency, anti-corruption, and investigation of business relationships with unauthorized third parties to identify and prevent them
- Security monitoring, fraud prevention, and incident response

Fulfilment of **our legal obligations**:

- Pharmacovigilance: monitoring and reporting adverse events, product complaints, and the safety of the use of products. Please see our pharmacovigilance reporting privacy notice - <https://www.msdprivacy.com/th/en/>
- Transparency, anti-corruption, and investigation of business relationships with unauthorized third parties to identify and prevent them as required under the applicable laws or regulations
- Review of your eligibility to access certain products, services or information that may only be provided to animal healthcare professionals
- Compliance with orders of the courts or other competent authorities, such as to proceed with your request to exercise your rights under the applicable data protection laws, to maintain your computer traffic data as required by the applicable computer crimes-related laws, etc.

Fulfilment of our **contractual obligations**:

- Account creation and access control for our portals, platforms and applications
- Order management and fulfilment for product supply, incl. pricing, discounts, and benefits program administration
- Provision of services
- Contracts covering products, services, expert opinions, presentations, projects, studies, clinical trials, consultation and initiation of the contractual relationship, contractually stipulated performances in this regard
- Implementation of projects (such as projects to optimise or monitor medical care), including creation of questionnaires, analysis of responses, and monitoring of any measures taken
- Travel management and event logistics, where travel is part of contractual obligations

- Management of your participation in medical or scientific research

Based on your **consent**:

- Market research
- Transmission of personalised messages and newsletters and other types of direct marketing. You have the right to withdraw this consent at any time by selecting the “unsubscribe” link shown in every marketing communication you receive from us
- Personalization and profiling
- Consent based testimonials or case studies featuring you
- Tracking in our websites for non-essential cookies

4. Sharing personal data with Third parties

Depending on the purpose for which your personal data is processed as described in this Privacy Notice, your personal data may be shared with the following categories of recipients to achieve such purpose:

- With MSD group companies in the United Kingdom, Switzerland, and the EU, as well as with the parent company Merck & Co, Inc., Rahway, NJ, USA and within the corporate group across different countries and regions
- With professional associations in the context of regulations, particularly transparency regulations
- With authorities and courts to comply with legal, regulatory, or judicial requirements or orders
- With third parties who process your personal data as data processors at the direction of MSD (such as database managers, email transmission and analysis, management of login data, providers, contract research organizations, IT service providers, cloud service providers, etc.)
- With third parties who provide services to MSD, including services in the animal healthcare sector, such as auditors, legal counsels, accountants, etc.
- With other animal healthcare professionals in the context of projects (such as projects for optimization or monitoring of medical care)
- With entities in the context of development, distribution, co-promotion, or marketing agreements, or with third parties in the context of mergers, splits, conversions, as-set transfers, and liquidations

5. Security and retention period of personal data

MSD has implemented appropriate technical and organizational measures, including security policies, rules and technical measures to protect and safeguard your personal data under its control from unauthorized access, improper use or disclosure, unauthorized modification, unlawful destruction or accidental loss. We may use third party vendors and hosting partners to provide the necessary hardware, software, networking, storage, and related technology required to securely provide our products and services. Our employees, personnel, data processors and relevant third parties that have access to and are associated with the processing of your personal data, are obliged to respect the confidentiality of your personal data.

MSD will retain your personal data for as long as is necessary for the purposes described. This often means that we will keep your personal data for the duration of your account or engagement with you and will be terminated in accordance with the agreement. Please note, however, that where applicable legislation requires us to do so, it will be required to keep records of your personal data even after such termination during the term established, required or permitted by applicable law. As a rule, personal data may be retained for up to 10 years after termination of your interaction with us, the project or the contractual relationship based on the activity we have engaged in with you.

6. Disclosure of personal data abroad

Your personal data may be disclosed as needed to MSD entities and third parties located in the United States, European Union (EU) or European Economic Area (EEA), and other countries outside Thailand, including in countries that may not provide the same level of data protection as your home country. Where transfers occur, MSD has implemented appropriate security and compliance mechanisms to ensure your personal data is protected as required and your rights are respected, such as Global Cross-Border Privacy Rules certification, Binding Corporate Rules (BCR), EU-U.S. Data Privacy Framework (DPF) program, the UK Extension to DPF and the Swiss-U.S. Data Privacy Framework program or approved data protection contractual clauses, as applicable. Additionally, the recipients of your personal data are bound to duties of confidentiality through legally binding arrangement.

More information on these measures is described in our [Global Cross Border Privacy Rules Policy](#) and your rights provided by these can be obtained by contacting [Global Privacy Office](#) (email:msd_privacy_office@msd.com).

7. Your rights as a data subject

In accordance with the provisions of the [Personal Data Protection Act, B.E.2562 \(2019\)](#) and subject to the conditions provided for in these provisions for exercising these rights, you are entitled to the following rights:

- **Right to withdraw consent:** You have the right to withdraw consent at any time if our processing of your personal data relies on your consent.
- **Right to access:** You have the right to access or obtain a copy of your personal data, and to request that we disclose how we acquired your personal data without your consent.
- **Right to deletion:** You have the right to request that we delete, destroy, or de-identify your personal data.
- **Right to object:** You have the right to object to the processing of your personal data.
- **Right to data portability:** You have the right to request to receive your personal data from MSD in the format which is commonly readable or usable by automatic tools or device, and can be used or disclosed by automated means, and to request MSD to transmit your personal data in said format to other data controllers and to receive such personal data from us.
- **Right to suspend the use:** You have the right to request that we suspend the use of your personal data.

If you wish to exercise these rights, you can use the [Data privacy request form](#).

Alternatively, you may submit your request by email to [Global Privacy Office](#) (email:msd_privacy_office@msd.com) to the attention of the Office of the Data Protection Officer.

If necessary, you may also use the unsubscribe links in our communication with you.

You also have the right to file a complaint with the [Expert Committee, the Office of the Personal Data Protection Committee](#) (<https://complaint.pdpc.or.th/>).

To find more information about our data protection practices, please visit www.msprivacy.com.

We may update this Privacy Notice periodically in response to changing laws, regulations, and industry practices, or changing our business operations. We reserve the right to modify, add or remove portions of this Privacy Notice at our discretion. If we decide to change this Privacy Notice, we will post the updated version on <https://www.msprivacy.com/th/en/>. If the changes are material, we will post the changes prior to the effective date of the change and carry out any other necessary actions to ensure our compliance with applicable data protection laws.