

Privacy Policy

Welcome

IQVIA Pharm In Touch welcomes you on behalf of IQVIA and the subscribing manufacturers (“we”). The subscribing manufacturers are manufacturers of pharmaceuticals, cosmetics, and nutrients that are partnering with IQVIA and using Pharm In Touch (hereinafter “Sponsors”).

This privacy policy (the “Policy”) explains how we collect, hold, use and disclose the personal information that you provide us with and communicate via this website (the “Site”) as well as the information we receive from the Belgian Association of Pharmacists (APB) (hereinafter collectively referred to as “your Personal Data” or just “Personal Data”).

We invite you to carefully read the content of this Policy before using this site or communicating information on it. This Policy may be amended from time to time to adapt it to new needs or developments. All amendments will be posted on this Site which is why we invite you to regularly consult this Policy.

Purposes of Data Processing and Responsible Parties

Your Personal Data will be processed for the following purposes:

- to identify you while accessing and using the Site;
- to improve the content and ergonomics of the Site and adapt it to your preferences;
- to manage the Site;
- to keep you informed about the products of Sponsors and allow you to engage with them for e-commerce purposes;
- to comply with legal and regulatory obligations.

For the purposes of managing the Site and allowing you to use it, IQVIA Solutions Belgium with registered address at Corporate Village, Davos Building, Da Vincilaan 7, B-1930 Zaventem (“IQVIA”) acts as a data controller and will be processing your Personal Data solely for those purposes and to ensure you have the best experience with the Site. IQVIA collects your consent for the registration on the site and subsequent uses.

However, when you access information and content of Sponsors, IQVIA and Sponsors will be, together, and based on their converging decisions, joint controllers for the purposes of your use of the Site within Sponsors’ pages and the e-commerce activities performed therein. The joint controllers will process your Personal Data only for the purposes, means and scope provided in this Policy. If you would like to access the joint controllership terms, you may request so through the email that is provided to you in the contact section herein below.

The Sponsors’ purposes for processing your Personal Data in Pharm In Touch are mainly to process orders, contact clients and upload product data and news. IQVIA is responsible for your registration in Pharm In Touch, for maintaining and managing the website, and archiving information in relation to your order history and similar information. For the avoidance of doubt, for the purpose of e-commerce by Sponsors, it is the Sponsors’ responsibility to manage this purpose and IQVIA will only be maintaining and determining the functioning of Pharm In Touch to make it available to you.

If you have any question or concern about the purposes of each party or if you would like to exercise your rights in the context of a particular purpose, you may contact the relevant party directly or send an email to the address mentioned below.

Each Sponsor’s page will provide you with that specific Sponsor’s privacy policy. We are recommending you to verify it in order to understand how your Personal Data is processed by that particular Sponsor, and get information on your rights and the relevant contacts.

You can find below the list of Sponsors:

- Carl-Schurz-Str. 1, 41453 Neuss, Germany
- AbbVie SA/NV, Avenue Einstein 14, 1300 Wavre
- Alcon NV/SA, Stationsstraat 55, 2800 Mechelen
- Arega Pharma BV/SRL, Laarstraat 16 B15, 2610 Wilrijk
- AstraZeneca N.V., Alfons Gossetlaan 40 bus 201, 1702 Groot-Bijgaarden
- Aurobindo / Apotex, Burgemeester Etienne Demunterlaan 5 bus 8, 1090 Brussel
- Axone Pharma sa, Bd de France 9, 1420 Braine-l’Alleud
- Bd Industriel 13b, 1070 Anderlecht, Belgium
- Rue Camille Hubert 33, 5032 Gembloux
- Bioprojet Benelux NV - Postbus 62 5420 AB Gemert
- Boehringer Ingelheim scs comm. v., Arianelaan 16, 1200 Sint-Lambrechts-Woluwe
- Boehringer Ingelheim scs comm. v., Arianelaan 16, 1200 Sint-Lambrechts-Woluwe
- Culliganlaan 2F – 1831 Diegem, Belgium
- Ceres Pharma, Lembergsesteenweg 25A, B-9820 Merelbeke
- Chiesi SA/NV, Luchthaven Brussel Nationaal 1K, 1930 Zaventem
- Densmore LU c/o H3O
- Effik Benelux SA Rte de Lennik 451, 1070 Bruxelles, Belgium

- EG NV/SA, Heizel Esplanade b22, 1020 Brussels
- Essity Belgium sa/nv, Berkenlaan 8B, 1831 Diegem
- Fagron Belgium nv/sa, Venecoweg 20A, 9810 Nazareth
- Flen Health Pharma NV, Blauwesteenstraat 87, 2550 Kontich
- Galderma - De Keyserlei 58/60 Bus 19, 2018 Antwerpen - Belgium
- GOODLIFE Pharma SA BeLux/France - Rue François Massart 27 - 1450 Chastre - Belgique
- GlaxoSmithKline Pharmaceuticals N.V., Avenue Pascal 2-4-6, 1300 Wavre
- Haleon Belgium (NV). Da Vincilaan 5, 1930 Zaventem. BE
- N.V. PAUL HARTMANN S.A., Paul Hartmannlaan 1, 1480 Sint-Renele
- Louizalaan 221, Brussel, belgie
- LifeScan Belgium bvba, Nijverheidsstraat 13, 2260 Oevel (Westerlo)
- Priester Cuypersstraat 3, 1040 Etterbeek
- Melisana N.V., Kareelovenlaan 1, 1140 Brussel
- Metagenics Belgium bvba, E. Vlietincstraat 20, 8400 Oostende
- MyHealth , Lindekensveld 7, 3560 Lummen
- Naturathéra LU c/o H3O
- Opella Healthcare Belgium NV/SA, Leonardo DaVinci Laan 19, 1831 Diegem
- Orifarm België, Gaston Crommenlaan 8, 9050 Gent
- P&G Health Belgium BVBA, Brusselsesteenweg 288, 3090 Overijse (Registered address : Temselaan 100, 1853 Strombeek-Bever)
- Gaston Crommenlaan 6, 9050 Gent, Belgium
- Venecoweg 20A - 9810 Nazareth - Belgium
- Pierre Fabre Consumer HealthCare NV/SA, Henri-Joseph Genessestraat 1, 1070 Brussel
- Qualiphar nv, Rijksweg 9, 2880 Bornem
- Sandoz NV, Hermeslaan 1H, B-1831 Diegem
- Sanofi SA/NV, Airport Plaza – Montreal Building – Leonardo Da Vincilaan 19 – 1831 Diegem
- Hermeslaan 9 1831 Diegem - Belgium
- Takeda Belgium N.V., Gentseseenweg 165, 1080 Brussel
- Théa Pharma - Poortakkerstraat 91/ 301 - 9051 Gent
- Therabel Pharma sa-nv, Bd de Humanité 292, 1190 Forest, Belgium
- Truvion Healthcare N.V. Walgoedstraat 12A 9140 Temse
- UCB Pharma SA Belgium - Researchdreef 60, 1070 Brussels, Belgium
- UPSA Belgium NV/SA, Rue Emile Francqui 4, 1435 Mont-Saint-Guibert
- URSAPHARM Benelux B.V. Steenovenweg 5 NL - 5708 HN Helmond
- Galileilaan 11/401 - 2845 Niel
- VIATRIS, Terhulpseseenweg 6A, 1560 Hoeilaart
- Zambon N.V., E. Demunterlaan 1 Bus 9, 1090 Brussel

Information on Data Collection and Use

Your Personal Data will be processed by IQVIA and the relevant Sponsor for the purposes highlighted above. IQVIA may use third party vendors that will have access to your Personal Data limited to what is needed for the provision of their services to IQVIA. IQVIA and the Sponsors may also need to share your Personal Data with companies that are part of the same group of companies, also limited nonetheless to the purposes provided in this Policy.

Accountability for onward transfers

Personal Data may be stored or transferred internationally throughout IQVIA's and/or the Sponsors' worldwide organizations, and to our service providers or agents including for hosting our databases or providing data processing services, in accordance with the applicable data privacy laws.

All entities having access to your Personal Data will be bound by obligations in terms of data protection that are aligned with this Policy and the applicable legislation as well as confidentiality obligations. Where We know that any third party to whom we have provided Personal Data is using or disclosing Personal Data in a manner contrary to this Policy, we will take reasonable steps to prevent or stop the use or disclosure.

Security

We will endeavor to take reasonable and appropriate technical, administrative and physical safeguards designed to protect Personal Data in our possession from loss, misuse and unauthorized access, disclosure, alteration and destruction, taking into due account the risks involved in the processing and the nature of the Personal Data we are processing.

Data Retention

Personal Data will be stored for as long as is required for the purposes listed above as well as for the period necessary to comply with legal requirements, resolve disputes, establish legal defenses, conduct audits, pursue legitimate business purposes and enforce our agreements.

Your Privacy Choices

You have rights on the handling of your Personal Data. Those rights include (i) the right of access to your Personal Data (including to data portability), (ii) the right to request the correction or amendment of incorrect Personal Data, (iii) the right to request the deletion of your Personal Data, (iv) the right to limit the use of your Personal Data, and (v) the right to revoke your consent (to the extent applicable).

You also have the right to object to the processing of your Personal Data for advertising purposes. To exercise the above-mentioned rights, please contact support@pharmintouch.be or the relevant Sponsor(s) for the contacts provided above. We will require you to provide sufficient information to allow us to reasonably verify that you are the person about whom we are receiving a request and we will respond in the time period required by applicable law.

You also have the right to lodge a complaint before the Data Protection Authority through this link <https://www.dataprotectionauthority.be/citizen/actions/contact>

Any questions or concerns regarding the use or disclosure of Personal Data should also be directed to the contacts above.

As mentioned above, each Sponsor's page will provide you with that Sponsor's specific privacy policy, which you should also verify to get information on how your Personal Data is processed by that particular Sponsor, the legal basis, your rights and the relevant contacts.

Use of cookies

During a visit to the site, "cookies" can be placed on the hard drive of your computer. A cookie is a text file that is placed by the server of a website in the browser of your computer or on your mobile device when you consult a website. Cookies cannot be used to identify individuals; a cookie can only identify a machine.

"Functional cookies" are used by the visited site itself and are intended to optimize the site's functioning. For example: settings made by the user during previous visits to the site, or a pre-filled form with data that the user has entered during previous visits.

You can set your internet browser in such a way that cookies are not accepted, that you receive a warning when a cookie is installed, or that the cookies are subsequently deleted from your hard drive. You can do this through the settings of your browser (via the help function). Please note that certain graphic elements may not appear correctly, or that you may not be able to use certain applications. By using our website, you agree to our use of cookies, which belong to the category of "Functional cookies".