

## Instagram Community Guidelines

Welcome to the Ferring Instagram page.

We manage this channel from our Global Headquarters in St-Prex, Switzerland, to provide you with photos, videos and other visual content which reflect our passion for helping people around the world build families and live better, healthier lives.

Please note that our Instagram page is English speaking only and we are unable to respond to any non-English comments.

We're delighted that you are following us and encourage you to 'like' our posts. We also welcome your comments and feedback via @mentions and replies. However, due to the nature of our industry, we do not commit to responding to @mentions and/or replies, and in certain instances, cannot engage in discussions about certain topics or may be required to delete posts. These topics include:

- Treatment options or medical advice
- Products (either Ferring products or those of other companies)
- Commercial content, e.g. selling products or services, or recruiting fans and followers
- Profanity, defamatory, libellous, offensive, abusive, discriminatory or demeaning content (including images, videos and links)
- Violence or illegal behaviour, including disparaging or threatening content
- Off-topic comments or discussions
- Violations of another person or company's copyright or intellectual property
- Spam, excessive or repetitive content that may be disruptive to the community
- Proprietary, confidential, sensitive, or non-public information
- Violations of Instagram's [Community Guidelines](#)

Because we care deeply about family health and wellbeing, we may post about medical and health-related topics on our Instagram page. However the information we provide – and the opinions, comments and advice shared by other Instagram users – should not be misconstrued as medical advice. We always recommend speaking to your doctor about any medical concerns you or your family have.

Ferring reserves all the rights relating to the company's Instagram account, which may include, but are not limited to:

- Removing, adding or modifying any content posted on the account
- Blocking individual users
- Reporting liable or malicious content that is shared on our channel

Please be aware that, while we may follow or be followed by other Instagram accounts, or link to online content that isn't owned by Ferring, this is not an indication of Ferring's endorsement of these accounts, content or the people or organisations who own them. Ferring is not responsible for the accuracy of any information or comments shared on this page which we have not posted ourselves.

### **Medical side effects or adverse events**

In order to protect your privacy, we recommend sharing as little personal information as possible on Instagram. In particular, please avoid sharing specific data concerning your personal health or treatment.

If you do direct posts @FerringPharmaceuticals or post comments which detail any potential medical side effects or adverse events from Ferring products, we may need to contact you to find out more information. We may also need to remove posts of this nature from our Instagram page, due to legal obligations concerning drug safety reporting.

If you believe that you have experienced any medical side effects or reactions from a Ferring product you should consult your physician, pharmacist or other healthcare professional immediately. We also encourage you to report any adverse events with Ferring products using the contact details provided here: [safety.mailbox@ferring.com](mailto:safety.mailbox@ferring.com).

### **Personal information**

We do not aim to store or use your profile or personal information, except in the case of any potential medical side effects or adverse events.

Please note that we are using third party service providers to help manage our social media channels which means that they have access to any personal information you share with us. Such third party service providers are contractually bound to ensure an adequate protection of your personal information. For more details read the [Ferring Privacy Notice](#).

Instagram also has access to information you share with us. For more details read the [Instagram Privacy Policy](#).

Thank you for reading this, and for being a part of the Ferring Instagram community. We hope you enjoy our posts!