

## Facebook Community Guidelines

Welcome to the Ferring Facebook page.

We manage this channel from our Global Headquarters in St-Prex, Switzerland, to share information about the work we do and the things we care about.

Our Facebook page is English speaking only so we regret that we are unable to respond to any non-English comments.

We hope you enjoy visiting our page. Please feel free to follow us and 'like', share or comment on our posts. However, due to the nature of our industry, we do not commit to responding to comments, and in certain instances, cannot engage in discussions about certain topics or may be required to delete posts. This includes comments or posts relating to:

- 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 Facebook's [Terms of Service](#)

Because we care deeply about improving family health and wellbeing, we may discuss medical and health-related topics on our Facebook page. However the information we provide – and the opinions, comments and advice shared by other 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 Facebook account, which may include, but are not limited to:

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

Please be aware that, while we may follow or be followed by other Facebook 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 Facebook. In particular, sharing specific data concerning your personal health or treatment should be avoided.

If you post information to our Facebook page which details any potential medical side effects or adverse events from a Ferring product, we may need to contact you directly to find out more information. Posts of this nature may also need to be removed from our Facebook 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 you experience 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](#).

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

Thank you for reading this, and for engaging with the Ferring Facebook community.