

Technical Services - Customer Surveys

Privacy Notice

Effective Date: 12th July 2018

Baxter is the Data Controller

This Privacy Notice will provide you with information on how your local Baxter entity (“Baxter”) which can be identified by clicking on this [\[link\]](#) or by contacting us at baxter@privacy.com, will collect, use, disclose and process your personal data and how you can exercise your rights regarding your personal data.

This Privacy Notice applies to the direct interaction you had with Baxter’s Technical Service team as a result of a field interaction to service your Baxter equipment. The collection of your name, phone number and email address may be collected by Baxter to enable the following:

- Your participation in a transactional, satisfaction survey to understand your recent technical service experience;
- Receipt of a service report that summarizes the field activity performed on your Baxter device (if applicable);
- Follow-up for complaint investigation details (if applicable).

This Privacy Notice governs the personal data that Baxter is collecting from you as part of the above described activity.

Why we collect your personal data

- Baxter will collect your personal data for the purposes of generating a transactional, satisfaction survey to send to you to further understand Baxter service levels and whether your service issue was adequately resolved.
- Furthermore, Baxter will use data analytics to improve our technical service, relationships and to seek continuous improvements for our products and processes.
- Your contact information may also be used to communicate device complaint investigations. As part of complaint investigations, due diligence, vigilance forms, and trending is analyzed. If any of these elements require input, Baxter may contact you for clarification or feedback.

Baxter will collect, use and process your personal data based on our legitimate interests in resolving any issues you have with our products, to enhance our products and processes and to respond to any possible complaints you may have.

If we use, disclose or process your personal data for other purposes, not specified above, we will inform you about the specific purposes of processing your data and relevant basis for doing so.

Who may receive your personal data

Your personal data may be shared with Baxter employees in Technical Service and/or Quality departments.

Sharing your personal data with our service providers

Baxter uses service providers and other business partners to help us process your personal data. Your data will be shared with a global, contracted survey vendor, Qualtrics LLC for purposes of generating the survey to you. Qualtrics protects all data and is ISO 27001 certified. Baxter has data processing agreements with its business partners to ensure they provide an adequate level of protection for your personal data. These entities are authorized to use your personal data only as necessary to provide these services to us.

How long we keep your personal data

Your personal data will only be kept for as long as we reasonably consider necessary for achieving the purposes set out above, or for as long as we are legally required to keep it. We will anonymize your data on quarterly basis.

International data transfers

Baxter is a global company and therefore uses global subcontractors as well as systems and applications. We may transfer your personal data to our affiliates and subcontractors located outside of the European Union and in jurisdictions which may provide a different level of privacy protection. If we do so, we will take measures to ensure that all recipients provide an adequate level of data protection. When transferring personal data between corporate entities, Baxter relies on various legal transfer mechanisms (e.g., standard contractual clauses or Privacy Shield certification) depending on the type of personal data needed and countries involved. Please contact Baxter at privacy@baxter.com for any questions you might have regarding the protections in place to protect your personal data or to request copies of the applicable data transfer agreements.

Your rights

In certain circumstances, local data protection laws and certain local laws (including the GDPR) gives you rights with respect to your personal data. These rights differ by country/region.

These rights may include:

- If we are using or sharing your personal data based on your consent, you may withdraw your consent at any time. Note that withdrawal of your consent will not affect the lawfulness of our uses or sharing of that information before you withdrew your consent.
- You can request access to or copies of your personal data, including knowing whether we hold personal data about you, and, if so, what kind and for what purposes. You can also request information about who has received your personal data.
- You can request that we correct your personal data if you think it is inaccurate or incomplete or request that we erase or delete your Personal Information, unless we have a legal obligation to hold it or are otherwise permitted by applicable law to retain it.
- You can request us to restrict the processing of your personal data and not delete it.

- You can request that we provide you with your personal data that we obtained from you based on your consent or a contract so that you can store and re-use it for your personal use, and you can ask us to provide it to another entity.

You can exercise your rights by accessing your account profile for a specific Baxter Site, by sending an e-mail to privacy@baxter.com or contacting the Global Privacy Office using the contact details provided at the end of this Privacy Statement.

In some countries, you also have the right to object to our using and disclosing your personal data for certain purposes, including our legitimate interests and for purposes of direct marketing. You can object at any time to the processing of your personal data for direct marketing purposes and you can do so by "opting-out" of marketing or promotional communications in accordance with the unsubscribe instructions included in the specific communication. If you are unable to object by opting-out in this manner, please send an e-mail to privacy@baxter.com or contact us using the contact details provided below to exercise your right to object. If you have questions about how we determine processing is for our legitimate interests or if you want to object to our processing on that basis, please contact us at privacy@baxter.com or using the contact details provided below. If you believe we are using, disclosing or otherwise processing your personal data in a way that is not in accordance with the law you can lodge a complaint with a data protection authority in your country.

We will handle any request to exercise your rights in accordance with applicable law. Please note that depending on the circumstances, some of the above rights may not be applicable. Please address your requests to exercise your rights described above, or questions concerning this Notice or the processing of your personal data, to the Data Protection Officer as follows:

Email to: privacy@baxter.com
Telephone: Ethics and Compliance Hotline at 1-844-294-5418
Mail to: Baxter Healthcare Corporation
Baxter International Inc.
ATTN: Data Protection Officer
Global Privacy Office 1 Baxter Parkway
Deerfield, IL USA 60015