

TERMS AND CONDITIONS

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All components of the Terms and Conditions and any service level agreements shall be read together and construed, to the fullest extent possible, to be in concert with each other. To the extent that they cannot be so construed, then in the event of any direct conflict between this Terms and Conditions and the service level agreements, the Terms and Conditions will prevail.

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DKSH provides the Platform, Site, and Services to assist people with various medical conditions to engage in various patient support related programs. Our Platform, Site, and Services require your active engagement and participation and you understand that, despite your efforts, individual user's results will vary for a variety of reasons. We cannot guarantee that you will successfully be enrolled in or engage any particular patient support related program. We may also use third parties, in whole or in part, to provide our products and services.

2. ACCESS TO THIS SITE

To access this Site, you must have been invited by a Healthcare professional to join a relevant program and have created a Platform account, and provide accurate personal and contact information and documentation for which you have a legal right to copy, publish, share, store, or otherwise use (whether relating to yourself, or to another individual under your care, custody, and control, as the case may be) (“**User Data**”), that is protected by a username and password (your “**Account**”). You represent and warrant that you are 18 years old or older. You agree to provide DKSH with accurate and complete Account information when you register, and that You have sole responsibility for the accuracy, quality, integrity, legality, reliability, and appropriateness of all data you provide. If DKSH believes the information you provide is not correct, current, or complete, DKSH has the right to refuse you access to this Site or any of its resources, and to terminate or suspend your access at any time. You agree to keep your password and other Account details secret, and not share them with anyone else, in order to prevent unauthorised access to your Account. If your contact information or other Account information changes, you must update your Account details promptly. After you create an Account, DKSH and/or its authorised third party can begin to use and access the User Data.

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You may use this Site for purposes expressly permitted by this Site, which relate to the following purposes of the Platform:

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- handling Product post-authorization patient support, including for purposes of filing, receiving, and responding to complaints, adverse reports, defective reports, and/or product recalls;
- providing and/or collecting information on patient Product compliance;
- providing and/or receiving field service and in-person patient support by licensed healthcare professionals;

- providing and/or receiving call center support and logistics management;
- providing and/or receiving information on disease education and awareness;
- administering compensation and reimbursement schemes;
- enrolment into/execution of therapy programs and/or clinical trials; and
- conducting and/or participating in surveys of patients and healthcare service providers.

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For specific information about particular Products, you should refer to the full Product use and prescribing information as approved by the relevant governmental authority of the country where you are located. The Product use and prescribing information provided here is based on [Australia] labeling and may not be appropriate outside of [Australia].

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- is vulgar, immoral, obscene, pornographic, or indecent;
- does not pertain directly to the Platform;
- threatens or abuses others, libels, defames, invades privacy, stalks, is obscene, pornographic, racist, abusive, harassing, threatening, or offensive;
- seeks to exploit or harm children by exposing them to inappropriate content, asking for personally identifiable details, or otherwise;
- infringes any intellectual property or other right of any entity or person, including violating anyone’s copyrights or trademarks or their rights of publicity;
- violates any law or may be considered to violate any law;
- impersonates or misrepresents your connection to any other entity or person or otherwise manipulates headers or identifiers to disguise the origin of the content;

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- includes programs that contain viruses, worms, and/or Trojan horses or any other computer code, files, or programs designed to interrupt, destroy, or limit the functionality of any computer software or hardware or telecommunications;
- disobeys any policy or regulations established from time to time regarding use of this Site or any networks connected to this Site; or
- contains hyperlinks to other sites that contain content that falls within the descriptions set forth above.

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12. SECURITY

Any passwords used for this Site are for individual use only. You will be responsible for the security of your password. DKSH will be entitled to monitor your password and, at its discretion, require you to change it. If you use a password that DKSH considers insecure, DKSH will be entitled to require the password to be changed and/or terminate your account.

You are prohibited from using any services or facilities provided in connection with this Site to compromise security or tamper with system resources and/or accounts. The use or distribution of tools designed for compromising security (e.g., password guessing programs, cracking tools, or network probing tools) is strictly prohibited. If you become involved in any violation of system security, DKSH reserves the right to release your details to system administrators at other sites in

order to assist them in resolving security incidents. DKSH reserves the right to investigate suspected violations of these Terms and Conditions.

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These Terms and Conditions will be governed and interpreted pursuant to the laws of [Australia], notwithstanding any principles of conflicts of law. You specifically consent to personal jurisdiction in [Australia] in connection with any dispute between you and DKSH arising out of these Terms and Conditions or pertaining to the subject matter hereof. The parties to these Terms and Conditions each agree that the exclusive venue for any dispute between the parties arising out of these Terms and Conditions or pertaining to the subject matter of these Terms and Conditions will be in the courts in [Australia]. If any part of these Terms and Conditions is unlawful, void, or unenforceable, that part will be deemed severable and will not affect the validity and enforceability of any remaining provisions. These Terms and Conditions constitute the entire agreement among the parties relating to this subject matter. Notwithstanding the foregoing, any additional terms and conditions on this Site will govern the items to which they pertain. DKSH may revise these Terms and Conditions at any time by updating this posting.

14. CONTACT INFORMATION

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