

Novartis Privacy Hub

Welcome to the Novartis Privacy Hub.

On this site you can read our privacy notices, get in contact with us, and learn about our approach and commitment to data privacy.

Our approach and commitment to data privacy

Everyone expects their personal information to remain confidential. This includes anything that can identify them - name, work and home address, family information, employment or financial details, or more sensitive health information. We strongly condemn the disclosure of any information that could lead to any form of discrimination, as well as the use of identifiable genetic data without informed consent.

We seek to adhere to all privacy laws and enforce clear Novartis Data Privacy Principles, which also apply to genetic data. Our data privacy program includes a global organization and infrastructure as well as procedures and training to support local activities and help our efforts to ensure compliance. In addition, the [Novartis Binding Corporate Rules](#) are a system of principles, rules, and tools designed to ensure effective levels of data protection, in particular relating to transfers of personal information outside Europe and Switzerland.

Privacy notices

We invite you to carefully read our privacy notices, which set out how we process your personal information and explain your rights and our obligations.

These privacy notices address your interactions with global Novartis entities, including Novartis International AG and Novartis Pharma AG. For country-specific privacy notices, please visit the relevant [local site](#).

Website Privacy Policy

This serves as a notice for people that visit this website and other global Novartis websites.

General Privacy Notice for Business Partners

This notice is for healthcare professionals we create or maintain a relationship with, our customers or prospective customers who are natural persons (such as self-employed pharmacists), and representatives or contact persons of our customers or prospective customers who are legal entities (such as wholesale pharmacists).

General Privacy Notice for Third Parties

This notice is for our suppliers and service providers who are natural persons (such as self-employed persons), representatives or contact persons of our suppliers and service providers who are legal entities, and visitors to one of our facilities.

General Privacy Notice for External Stakeholders

This notice is for our external stakeholders, including institutional decision-makers, civil servants, politicians and political decision-makers, journalists and media, patient associations, industry affiliations, and influencers.

Privacy Notice for Pharmacovigilance, Medical Information, and Product Quality Complaints

This notice is for people that report adverse events, people that provide safety information concerning our products and submit product quality complaints, and people that are the subject of adverse events and product quality complaints.

Data Privacy Notice for Job Prospects and Candidates (PDF 3 MB)

This notice is for job applicants and candidates for roles within Novartis Group.

General Privacy Notice for Clinical Trial Site Personnel

This notice is for Clinical investigators (principal investigators, sub-investigators or co-investigators) and other site staff such as nurses, pharmacists or technicians, whose Personal Data may be processed in the course of the clinical trials and studies sponsored or organized by Novartis.

Twitter community guidelines, Facebook community guidelines, Instagram community guidelines, LinkedIn community guidelines, Youtube community guidelines

These guidelines are for people that visit our social media sites and pages.

Contact us

If you wish to contact us regarding how we use your personal information, please email us at global.privacy_office@novartis.com. You may also write to us at Novartis Pharma AG, Global Privacy Office, Fabrikstrasse 18, 4056 Basel, Switzerland. In order to facilitate the most efficient answer, please provide a description of your relationship with us and the information you would like to receive from us.

Your data privacy rights

If you wish to exercise your data privacy rights, under the conditions and within the limits set forth in the law, please click [here](#).

Data protection agreements

These terms may be incorporated into agreements with Novartis entities:

- [EU Standard Contractual Clauses \(Controller to Processor\)](#)
- [EU Standard Contractual Clauses \(Controller to Controller\)](#)
- [EU Standard Contractual Clauses \(Processor to Processor\)](#)
- [EU Standard Contractual Clauses \(Processor to Controller\)](#)

Additional state-specific information for United States residents

Some states (including but not limited to California, Nevada and Texas), have state specific rights for their residents. Click [here](#) to learn more about those state specific rights.

Binding Corporate Rules (BCR)

Novartis is committed to use Personal Information ethically and responsibly. To complement the Novartis Policy on Ethical Use of Data & Technology, Novartis has adopted BCR. BCR are a set of principles governing the international transfer of Personal Information within the Novartis group, from the European Economic Area, Switzerland and the UK, to other Novartis entities located elsewhere in the world. Click [here](#) to learn more about the Novartis BCR.

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