

Global Privacy Notice – Pharmacovigilance

At Magbro Healthcare Pvt. Ltd., patient safety is of utmost importance. As part of our commitment to quality, regulatory compliance, and continuous improvement, we collect and evaluate information relating to the safety of our pharmaceutical products. This Privacy Notice explains how we collect, use, store, and protect personal information submitted in connection with adverse event reporting and pharmacovigilance activities.

In this Privacy Notice, "Magbro", "we", "us", or "our" refers to Magbro Healthcare Pvt. Ltd. and its affiliated entities. Magbro acts as the Data Controller for the personal information processed under this Privacy Notice.

Why We Process Personal Information

Pharmacovigilance is the science and practice of monitoring, assessing, understanding, and preventing adverse effects or other medicine-related problems. In order to comply with applicable pharmacovigilance regulations and ensure the ongoing safety of our products, we may collect and process personal information associated with adverse event reports.

The information collected enables us to:

- Investigate and evaluate reported adverse events.
- Monitor the safety profile of our products.
- Fulfil legal and regulatory reporting obligations.
- Respond to requests for follow-up information.
- Support activities required by health authorities and applicable laws.

When an adverse event related to one of our products is reported through any of our communication channels, we may request certain information to allow us to assess the report adequately and, where necessary, contact the reporter for clarification or additional details.

Categories of Personal Information We May Collect

Depending on the nature of the report, we may collect and process the following information:

- Reporter details, including name, contact information, and professional qualification (where applicable).
- Patient identification information such as patient initials, patient code, age, date or year of birth, sex, weight, and height.
- Contact details of the prescribing physician, pharmacist, or other healthcare professional involved in the patient's care.
- Medical information relevant to the reported event, including medical history, diagnosis, treatment details, medicines administered, outcomes, and information relating to the adverse event.
- Lifestyle or behavioural information that may be relevant to the assessment of the reported event, where appropriate.
- Occupational information where relevant to the safety evaluation.
- Ethnicity, where required for product safety assessment and where permitted under applicable laws and regulations.

We collect only the information necessary to investigate, assess, and fulfil our pharmacovigilance obligations.

Disclosure of Personal Information

Your personal information may be accessed or shared with individuals and organizations that require the information for pharmacovigilance, regulatory, compliance, or operational purposes, including:

- Pharmacovigilance and Drug Safety personnel responsible for processing and managing adverse event reports.
- Regulatory Affairs, Medical Affairs, Legal, Compliance, and Quality teams, where required.
- Healthcare professionals involved in the evaluation or follow-up of a report.
- Service providers supporting pharmacovigilance activities, information technology systems, data hosting, and related services.

All third-party service providers engaged by Magbro are required to maintain appropriate confidentiality and security measures and process personal information in accordance with applicable laws.

We may also disclose information to regulatory authorities, government agencies, courts, or other competent authorities where required by law or regulatory obligations.

International Transfer of Information

In certain circumstances, personal information may be transferred to, accessed from, or processed in countries outside your country of residence for pharmacovigilance and regulatory purposes.

Where such transfers occur, Magbro will take reasonable and appropriate measures to ensure that personal information remains protected and is processed in accordance with applicable privacy and data protection requirements.

Retention of Personal Information

Personal information collected for pharmacovigilance purposes will be retained for the period required by applicable laws, regulations, and pharmacovigilance record-retention requirements.

Upon expiry of the applicable retention period, information will be securely deleted, anonymized, or archived in accordance with legal and regulatory obligations.

Your Privacy Rights

Subject to applicable laws and regulations, you may have the right to:

- Request access to the personal information we hold about you.
- Request correction of inaccurate or incomplete personal information.
- Request restriction of processing in certain circumstances.
- Request deletion of personal information where legally permissible.

- Withdraw consent where processing is based on consent.
- Object to certain types of processing.
- Request portability of personal information where applicable.
- Lodge a complaint regarding the processing of your personal information.
- Nominate an authorised representative to exercise your rights where permitted by applicable law.

Please note that certain pharmacovigilance obligations may require Magbro to retain and process information regardless of a request for deletion or restriction, where mandated by applicable regulations.

[Contact Us](#)

If you have any questions regarding this Privacy Notice, wish to exercise your privacy rights, or would like to report a privacy-related concern, please contact:

Pharmacovigilance Department

Magbro Healthcare Pvt. Ltd.

Email: info@magbro.in

[Updates to This Privacy Notice](#)

Magbro may revise this Privacy Notice from time to time to reflect changes in legal, regulatory, or operational requirements. Any updated version will be published on our website.

We encourage you to review this page periodically to remain informed about how we protect and process personal information.