

eServices Portal Privacy Notice

Effective Date: November, 1st 2021

This Privacy Notice will provide you with information regarding how Baxter Healthcare Corporation, located at One Baxter Parkway, Deerfield, Illinois 60015, together with its affiliates and subsidiaries (collectively “Baxter,” “we,” or “us”) may collect, use, disclose, transfer or perform other data processing activities regarding your personal data when you access the eServices Portal (“eServices Portal”). It also provides you with information on how you can exercise your rights regarding your personal data. You can identify the name and contact details of your local Baxter entity by contacting your primary contact with Baxter at your country. Baxter may act as the “controller” of your personal data, meaning Baxter determines the purposes and means of the processing of your personal data, or as the “processor” of your personal data if the processing activity is performed following instructions of a controller, your Clinic or treating healthcare professional.

This Privacy Notice applies to “Users” (Users such as Baxter employees or contractors “Baxter Personnel”, as well as hospitals’ procurement, finance, hospital pharmacy or other persons authorized to place orders for the hospital and for certain countries institutions, health care professionals, etc., “Customers”) who are authorized to log into the eServices Portal through the My Baxter log-in portal and My Baxter portal platform (referred to collectively as “My Baxter”).

This Privacy Notice applies only to the eServices Portal. Please see the Privacy Notice applicable to My Baxter [my.baxter.com] and each of your other specific authorized portals for information about the specific data each portal collects and how Baxter will process such data, as well as your rights to your data.

What is the eServices Portal?

The eServices Portal is a self-service portal used by Customers, mainly hospitals/institutions, that facilitates Customers’ communications with Baxter and among other things allows to track previous orders, obtain delivery information, reprint invoices and order products for the Customers’ own consumption, create cases/requests to interact with Baxter and see previous cases and interactions with Baxter. The features available to you in the eServices Portal will depend on your relationship with Baxter.

The eServices Portal is fully integrated with My Baxter, meaning that all of the information that Users provide through the eServices Portal is combined in My Baxter with other information that Baxter collects from Users as part of interactions with such Users through other communication channels, such as via email or by phone, or as a result of the Users' relationship with Baxter. This data is combined in order to provide Baxter with a complete view of our Customers. This allows us to deliver seamless, personalized and highly relevant experiences to our Customers who use our portals. Integrating all of this data into My Baxter assists Customers by providing them with seamless access in one place to relevant information about their various Baxter products and services.

What personal data we collect

In the eServices Portal, we may collect contact information from our customers (and their employees) and healthcare professions such as name, business address, e-mail, phone number, and title, as well as your browsing preferences.

We may also collect your personal data through the following tracking technologies:

- **Cookies:** Small files that are transferred to your device's hard drive for a period of time to store your preferences and other types of information to help us provide you with certain features. Read more about cookies in our Cookie Policy.
- **Web Beacons:** Electronic images placed in the code of a webpage, application, or email that allow us to monitor things such as your activity and site traffic.
- **Tags:** Pieces of code, or tags, which gather information about you. For example, tags are used on our websites to better understand online usage patterns and trends. We may also use tags in our emails or newsletters to count how many of those messages are read.
- **Widgets:** Small components embedded within our services which enable you to use certain functionalities.
- **Google Analytics:** Google Analytics uses cookies to collect data such as time of visit, website pages visited, time spent on each Baxter website page, IP address, URL, and type of operating system. To learn more about how Google Analytics collects and processes personal data, please visit www.google.com/policies/privacy/partners.

Why we collect your personal data and how we use it

Baxter will process your personal data in the eServices portal in order to support and manage your requests related to Baxter's products or services that you use, among others related to order tracking, invoicing, product availability, price retrieval, order acknowledgement, reply to life chats, inline training.

eServices also provides team communications capabilities at a customer level. Baxter personnel may process your data to provide technical support and troubleshooting support services. Baxter may also send you surveys intended to better understand your experience on this website in order to make improvements. For certain activities this data is accessible only to the country Baxter personnel on a need-to-know basis.

Finally, we run analytics on orders without the use of any personal data.

Baxter will collect your personal data and use it pursuant to the Data Processing Agreement that Baxter has with your organization or as necessary for the purposes of pursuing Baxter's legitimate interests providing its Customers with a self-service portal to facilitate customer service and understand your interactions with Baxter. To the extent that the data you provide requires us to address pharmacovigilance reports or adverse events, we may need to process personal data based on compliance with our legal obligations. Depending on your country of residence, Baxter may also obtain your consent to process your personal data. Your use of the eServices Portal is voluntary and not providing your personal data may result you not being able to use the eServices Portal.

Who may receive your personal data?

Personal data may be accessed by Baxter personnel at a country level and on a need-to-know basis (such as customer service, warehouse employees, finance employees for invoices and disputes, technical service). It may also be the case that Baxter personnel around the globe may access your data in order to support the services provided to you or your institution. For example, Baxter employees belonging to the Baxter Global Customer Service team may access personal data in connection with providing you the services. Other Baxter employees serving as administrators or other support staff may also access your personal data in connection with your User account. Baxter IT teams have access to personal data for resolution of user issues and system problems. Baxter's quality and regulatory assurance teams may have access to personal data to address pharmacovigilance, adverse events and product complaints. Baxter's sales and marketing teams and Medical Affairs team may have access to Customers' data that flows from the eServices Portal to better understand the Customers' service-related interactions.

If we are involved in a merger, acquisition, or sale of our assets (or a portion thereof), it may impact how we process your personal data. In such an instance, we will comply with all applicable laws and treat your personal data accordingly.

Sharing your personal data with our service providers

Baxter uses service providers and other business partners to help us process your personal data. Baxter has data processing agreements in place with its service providers to ensure they provide an adequate level of protection for your personal data. Service providers 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 be retained for as long as your account remains activated and anytime thereafter for as long as necessary to comply with applicable data retention obligations or in order to fulfill regulatory requirements.

Do not track

Certain laws require Baxter to indicate whether we honor “Do Not Track” settings in your browser concerning targeted advertising. As of the effective date of this Privacy Notice, an industry standard has not yet been established on how to respond to these signals, and therefore Baxter does not currently respond to such signals. Instead, we adhere to the standards set out in this Privacy Notice. If you have any questions, please contact us using the information provided below.

International data transfers

Baxter is a global company with global affiliates, and therefore we use global vendors, subcontractors, systems, and applications. As a result, the personal data that we collect and generate about you may be transferred, stored, or accessed in a destination outside of your country which may have less strict, or no, data protection laws, when compared to the laws in your country. Any transfers of personal data to Baxter affiliates or third parties outside your local country will be conducted in compliance with the international data transfer restrictions that apply under applicable data protection laws.

We take legally required steps under applicable data protection law to ensure that adequate safeguards are in place (e.g., standard contractual clauses, data transfer agreements) to protect your personal data in accordance with this Privacy Policy. You may contact us using the information below for more information about the safeguards that we have put in place to protect your personal data and your privacy rights when we make cross-border transfers of your personal data.

Your rights

In certain circumstances, local privacy laws may give you rights with respect to your personal data, as described in more detail below. You may exercise your rights by contacting us using the information at the end of this Privacy Notice.

We will handle any request to exercise your rights in accordance with applicable law, but please note that these rights may not be absolute. Baxter may refuse or deny a request in accordance with applicable privacy laws. Additionally, depending on the circumstances and where you are located, not all of the below rights may be available to you.

Your rights with respect to your personal data may include the following:

Withdraw Consent

If we use or share 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 your personal data before you withdraw your consent.

Access

You may request access to or copies of your personal data. You may also request what types of personal data we have, the purposes for which we process it, and who has received access to your personal data.

Correction and Deletion

You may request that we correct your personal data if you think it is inaccurate or incomplete. You can also request that we erase or delete your personal data in certain circumstances.

Restrict Processing

You may request that we restrict the processing of certain personal data.

Data Portability

You may request that we provide you with your personal data that we obtained from you, and you can ask us to provide it to another entity.

Object

You may have the right to object to our processing of your personal data for certain purposes.

Lodge a Complaint

If you believe we are using, disclosing, or otherwise processing your personal data in a way that is not in accordance with applicable law, you can lodge a complaint with the relevant data protection authority in your country.

Contact Us

If you have questions or concerns about this Privacy Policy, our information practices, or any other aspect of the privacy and security of your personal data, please contact us using the information below.

Email: privacy@baxter.com

Mail: Baxter International Inc.
ATTN: Global Privacy Office
1 Baxter Parkway, Deerfield, IL USA 60015

Ethics and Compliance Hotline: 1-844-294-5418

Local Contact Details: <https://www.baxter.com/contact-us>

CALIFORNIA SUPPLEMENT:

SUPPLEMENTAL PRIVACY STATEMENT FOR CALIFORNIA CONSUMERS

Effective Date: January 1, 2020

Last Updated: October 20, 2021

As a global company, Baxter Healthcare Corporation, located at One Baxter Parkway, Deerfield, Illinois 60015, together with its affiliates and subsidiaries (“we,” “us,” “our”) proudly serve persons residing in the State of California. We have prepared this supplemental privacy statement (“**Supplement**”) for our California consumers (“**California Consumers**,” “you”), in addition to our [Privacy Notice](#), to inform California Consumers of their rights under the California Consumer Privacy Act of 2018 and its implementing regulations (“**CCPA**”). We will review this Supplement at least annually and update as needed.

If you would like to receive a copy of this Supplement in an alternate format (e.g., printable) or language, please contact us using the information provided in Section 7 below.

1. Personal Information We Collect and Disclose

When we use the term “Personal Information” in this Supplement, we mean information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular California Consumer or household.

In particular, we have collected and disclosed the below listed statutory categories (as defined by the CCPA) of Personal Information from California Consumers and for the following purposes within the last twelve (12) months.

Categories of Personal Information Collected & Disclosed
Identifiers - A real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, Social Security number, driver's license number, passport number, or other similar identifiers.
Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)) - A name, signature, Social Security number, physical characteristics or description, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information. Some personal information included in this category may overlap with other categories.
Internet or other similar network activity - Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement.
Professional or employment-related information - Current or past job history or performance evaluations.
Inferences drawn from other personal information - Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.

We obtain the above listed categories of Personal Information from the following sources:

- Directly from you, for example, when you submit your Personal Information to us on our website.
- Indirectly from you, for example, when you interact with our website.

We disclose the above listed categories of Personal Information to the following categories of third parties:

- Our Service Providers, who have executed privacy contracts with us and have agreed to treat your Personal Information confidentially and to not sell your Personal Information.

We collect and disclose the above listed categories of Personal Information for the business purposes stated in our [Privacy Policy](#).

2. Sale of Personal Information

In the last 12 months, we do not have knowledge that we sold any Personal Information of California Consumers, nor actual knowledge that we sold the Personal Information of California Consumers under the age of 16 years old. The CCPA defines “sale” as: selling, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating orally, in writing, or by electronic or other means, a consumer’s Personal Information to another business or third party for monetary or valuable consideration.

If we do sell your Personal Information, we will notify you, and if you submit to us a verifiable consumer request using the contact information in Section 7 below, we will disclose to you a list containing the categories of Personal Information that we sold in accordance with the CCPA’s requirements.

3. California Consumers’ Privacy Rights

California Consumers may exercise their CCPA privacy rights with respect to their Personal Information as set forth in the table below by following the instructions set forth in Section 4 of this Supplement. Please note that the CCPA creates a process for us to follow when evaluating your request, and there are also some exceptions to these rights.



California Privacy Rights	Description
Right to Know/Access	You have the right to request that we disclose to you what Personal Information we collect, use, disclose, and sell about you, including: • The categories of Personal Information we have collected about you in the preceding 12 months; • The categories of sources from which the Personal Information is collected; • The business or commercial purpose for collecting or selling the Personal Information; • The categories of Personal information, if any, that we disclosed for a business purpose or sold to third parties in the preceding 12 months; and • The categories of third parties to whom the information was disclosed or sold.
Right to Delete	You have the right to request that we delete the Personal Information we collect about you.
Right to Opt-Out of Sale	You have the right to opt-out of the sale of your Personal Information to third parties. Currently, we do not sell your Personal Information. If you have any questions, please reach out to us by using the contact information in Section 7.
Right to Non-Discrimination	You have the right to not receive discriminatory treatment by us if you exercise any of the rights conferred to you by the CCPA.

4. How to Exercise Your California Consumer Rights

If you are a California Consumer and would like to exercise any of your rights listed above, please contact us using the information below and the contact information in Section 7.

You may also designate an authorized agent to make a request to exercise your rights on your behalf. In order to do so, you must contact us using the information in Section 7.

While we take measures to ensure that those responsible for receiving and responding to your request are informed of your rights and how to help you exercise those rights, when contacting us to exercise your rights, we ask you to please adhere to the following guidelines:

- **Tell Us Which Right You Are Exercising:** Specify which right you want to exercise and the Personal Information to which your request relates (if it does not relate to you). If you are acting as an

authorized agent on behalf of a California Consumer, please clearly indicate this fact and indicate your authority to act on their behalf.

- **Help Us Verify Your Identity:** Contact us using the information in Section 7 and provide us with enough information to verify your identity. Please note that if we cannot initially verify your identity, we may request additional information to complete the verification process. Any Personal Information you disclose to us for purposes of verifying your identity will solely be used for the purpose of verification.
- **Direct Our Response Delivery:** Inform us of the delivery mechanism with which you prefer to receive our response. You may specify, for example, email, mail, or through your account (if you have one with us).

Please note that you do not need to create an account with us in order to make a request to exercise your rights hereunder.

5. How We Respond to California Consumers' Requests

In all cases, we will respond to your request within ten (10) days to confirm receipt of your request and provide you with information about how we will process your request. Then we will respond substantively to your request within forty-five (45) days. However, where reasonably necessary, we may extend our response time by an additional forty-five (45) days, provided we send you notice of such extension first. We will provide the information to you via your preferred delivery mechanism. If the information is provided to you electronically, we will provide you the information in a portable format and, to the extent technically feasible, in a machine readable, readily useable format that allows you to freely transmit this information without hindrance.

Please note that we will not charge you for making a request, provided that you make no more than two (2) requests per year. If you make three (3) or more requests in any given twelve (12) month period, we may refuse to respond to such requests, if determined by us to be unfounded or excessive (e.g. repetitive in nature), or we may charge a reasonable fee taking into account the administrative costs of providing the information or communication or taking the action requested. If we refuse to act on the request, we will provide you notice and the reason for our refusal to act.

6. Contacting the California Attorney General

The CCPA gives California Consumers the right to lodge a complaint with the California Attorney General's office. The Attorney General's office may be contacted at <https://oag.ca.gov/contact/consumer-complaint-against-business-or-company> or by telephone at: (916) 210-6276.

We encourage you to reach out to us first, however, so that we may help resolve any complaints you may have.

7. Contact Us

To exercise one or more of your CCPA rights, or to contact us with questions and concerns about our privacy policies and practices, please contact us at:

Email to: privacy@baxter.com

Telephone: Ethics and Compliance Hotline at 1-844-294-5418

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