

Novartis Canada Privacy Hub

Welcome to the Novartis Canada 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. Novartis data privacy program includes a global organization and infrastructure as well as procedures and training to support Canadian activities and help our efforts to ensure compliance.

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 Novartis Pharmaceuticals Canada Inc. For more information about Novartis global data privacy program, please visit the [Novartis Privacy Hub](#).

Website Privacy Policy

This serves as a notice for people that visit this website and other Novartis Canada websites. To read our *Website Privacy Policy*, please [click here](#).

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). To read our *General Privacy Notice for Business Partners*, please [click here](#).

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. To read our *General Privacy Notice for Third Parties*, please [click here](#).

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. To read our *General Privacy Notice for External Stakeholders*, please [click here](#).

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. To read our *Privacy Notice for Pharmacovigilance, Medical Information, and Product Quality Complaints*, please [click here](#).

Contact us

If you wish to contact us regarding how we use your personal information, please email our Privacy Officer at: global.privacy_office@novartis.com. You may also write to us at Data Privacy Office, Novartis Pharmaceuticals Canada Inc., 700 St-Hubert, Montreal, Quebec, H2Y 0C1. 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.

[Novartis Data Privacy Rights Portal \(onetrust.com\)](https://prod1.novartis.ca/ca-en/privacy)

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8. mailto:global.privacy_office@novartis.com
9. [https://urldefense.com/v3/__https://privacyportal-de.onetrust.com/webform/41bcd2e1-262c-4eea-ada5-7b59ad81de18/draft/e0639164-138c-4a9f-8aa4-868007b5f6b3__;!!OrxsNty6D4my!41kGDUq_QT0le7TF-G-KH1sVZI6_d8yEfmmtYvyXiaHGsnZwui7EgfP_lqAo8LaF0dWgwkmNYaIGTDNi3eAfYdB_tFV2bp13ZRX7\\$](https://urldefense.com/v3/__https://privacyportal-de.onetrust.com/webform/41bcd2e1-262c-4eea-ada5-7b59ad81de18/draft/e0639164-138c-4a9f-8aa4-868007b5f6b3__;!!OrxsNty6D4my!41kGDUq_QT0le7TF-G-KH1sVZI6_d8yEfmmtYvyXiaHGsnZwui7EgfP_lqAo8LaF0dWgwkmNYaIGTDNi3eAfYdB_tFV2bp13ZRX7$)