

Thank you for your interest in MSD Animal Health. Please review our company's social media policy before submitting any personal information to us.

Social Media Community guidelines

MSD Animal Health's social media channels offer a place for community members to learn about our corporate initiatives and programmes, including those in disease awareness, philanthropy and corporate responsibility. Providing useful and interesting content about our company and fostering open and respectful dialogue around specific topics is our ultimate goal.

Content from our social media channels is for informational purposes only. It is not intended to be a substitute for professional (veterinary) advice, diagnosis, or treatment. MSD Animal Health recommends that you consult your veterinary technician for animal health related matters.

Animal healthcare is a regulated industry and as such we can't engage in discussions about our medicines and products or the products of other companies. MSD Animal Health respects the rights of individuals using social media to voice their views and opinions. However, within our social media channels, we reserve the right not to respond or to remove comments that are considered inappropriate, off-topic, abusive, or being used to promote and solicit for third-party sites, initiatives or products.

With this in mind, we ask that you please respect the following guidelines for our feed:

- Please refrain from mentioning MSD Animal Health products or products from other companies, or from offering veterinary advice.
- Please do not post anything that contains personal, protected, confidential, sensitive, or non-public information, such as your email or phone number.
- We may share links from time to time to informative third-party sites that you may find useful. MSD Animal Health makes no warranties or representations of any kind as to the accuracy, completeness, reliability or usefulness of any information contained on third party sites.
- Please note that the accounts that MSD Animal Health follows, or are followed by, are not an indication of endorsement by MSD Animal Health feeds or the content they produce.
- Comments made by third parties that mention MSD Animal Health do not necessarily represent the opinion of MSD Animal Health or any of its alliance partners.

Side Effects or Adverse Events

Social media should not be used to report any side effects or reactions from an MSD Animal Health product.

If you believe that you have information on an adverse event or reaction following the use of an MSD Animal Health product, please contact us on 01908 685685 or email us at vet-support.uk@msd.com. This will allow us to collect the necessary information to report your complaint to the relevant authorities. We assure you that any personal data provided by you will be treated by MSD Animal Health in compliance with all applicable privacy laws and policies.

Privacy

Any personal data provided by you will be treated by MSD Animal Health with full respect of your privacy and you have the right to access your personal data. MSD Animal Health will not share, use or store any personal information such as IDs or email addresses on social media without first

obtaining appropriate consent, except for in the specific circumstances described in this policy, connected with adverse events, auditing, or third-party service providers.

Any information you provide, including in the case of an adverse event or product quality complaint, may be shared with regulatory agencies, our company subsidiaries, and business partners with whom we have contractual agreements. These individuals may be located in a country other than yours. In addition, we may be required to store personal information for the purpose of auditing. For more information about our company's privacy commitment please visit <https://www.msd-animal-health.co.uk/privacy-policy/>

MSD Animal Health may arrange for third-party service providers to assist with managing content and comments on social media. In such situations, these third-party providers will have access to all personal information shared on our social media channel. All third-party service providers assisting MSD Animal Health with its social media accounts will be bound by contractual terms imposing confidentiality and information security requirements to protect any personal identifying information shared on the page.

MSD Animal Health will retain your personal information for as long as required in order to fulfil any of the purposes described above.

Location

Please keep in mind that our social media accounts are intended for UK audiences only.