

The following information shall inform data subjects about the processing of their data by Arvato SE ("Arvato") and the companies selling products via the MEDIVERSE-platform ("Client"), who are Joint Controllers (Art. 26 GDPR) for certain processes.

Processing Activity	Customer registration and validation	Mapping of customer addresses	Web-Tracking	Ordering and customer data transfer	Communication (customer service)	Customer master data update	Reporting	Order Details	
<b>Description</b>	A customer (e.g. a pharmacy), registers on the MEDIVERSE-platform in order to be able to order products electronically. To complete the validation, the end customer must finally confirm the billing + delivery address and GTC as well as up-load a valid pharmacy licence.	The operator of the MEDIVERSE-platform maps the registered users to customer records via an "Identifier".	The operator of the MEDIVERSE-platform tracks and analyses the performance of the platform MEDIVERSE in terms of website traffic and website visitor behaviour.	A customer places an order on the MEDIVERSE-platform.	The operator of the MEDIVERSE-platform and/or the respective Client communicate with the Customer.	A Customer using Mediverse decides to change their master data.	The operator of the MEDIVERSE-platform provides reports about the generated orders.	As a customer (e.g. pharmacy) gets access to documents (such as invoices) in self-service under the "My Account" section from Arvato Archive service and also receives the according order status for each order line.	
<b>Purpose of Processing</b>	- Registration to use the platform - Reference for Registration & Validation: Guidelines (of November 5, 2013) on Good Distribution Practice for Medicinal Products for Human Use (2013/C 343/01)	Ensuring that the end customers registered via the MEDIVERSE-platform are assigned to the correct data records in the backend-systems.	- Understand performance and success from the platform - Improve customer experience - also drive website traffic and retain visitors	Processing of the order.	Efficient communication about the service (e.g. order confirmations, technical functionalities of the platform or questions regarding orders).	Ensure that customer account data is always up-to-date in both MEDIVERSE's and client's systems.	Providing information on (sales-) performance.	- Increase transparency of order status - Give access to documents at any time - Improve customer experience	
<b>Role of Arvato</b>	Data Controller	Data Controller	Data Controller	Joint Controller	Joint Controller	Joint Controller	Joint Controller	Joint Controller	
<b>Role of Clients</b>	n.a.	n.a.	n.a.	Joint Controller	Joint Controller	Joint Controller	Joint Controller	Joint Controller	
<b>Categories of personal data</b>	- Account Name (e.g. customer name) - Email Address for account - Account Owner (= first and last name) - Phone - Fax (not mandatory) - Website (not mandatory) - Trade Name (not mandatory) - Owner (mandatory for pharmacies) - VAT-ID - Shipping Address - Billing Address - Type of business (e.g. pharmacy, wholesaler, ...) - (Upload) Operating License / Certificate	- Customer name (e.g. pharmacy name) - Owner - Shipping address - Billing address	(see <a href="https://www.mediverse-online.com/s/privacy-policy?language=de">https://www.mediverse-online.com/s/privacy-policy?language=de</a> )	1. MEDIVERSE (internal) - Account Name (= customer name) - Account ID (MEDIVERSE) - Employee (= first and last name) - Email Address - Owner (= first and last name) - Order ID (MEDIVERSE internal & systemic allocation) - Order number/reference (entered by the customer) - Shipping Address - Billing Address - Order Date  2. Order processing (MEDIVERSE -> Client ERP) - Mapping ID (Mapping Service) - Order ID (MEDIVERSE internal & systemic allocation) - Order number/reference (entered by the customer) - Shipping Address - Billing Address - Order Date  3. Customer Data Transfer (MEDIVERSE -> Client ERP) - Customer name (e.g. pharmacy name) - VAT-ID - Type of business - Owner (first name & last name) - Shipping address - Billing address	- Account Name (e.g. pharmacy name) - Email Address - Phone - Fax (not mandatory) - Website (not mandatory) - Account Owner (= first and last name) - Trade Name (not mandatory) - Owner - VAT-ID - Shipping Address - Billing Address - Type of business (e.g. pharmacy, wholesaler, ...) - Operating License / Certificate	- Customer name (e.g. pharmacy name) - VAT-ID - Type of business - Owner (first name & last name) - Shipping address - Billing address - Contact details (phone, fax, email) - Invoice channel (mail, email, E-Invoicing)	- Account Name (e.g. pharmacy name) - Account Owner (= first and last name) - Trade Name (not mandatory) - Shipping Address - Billing Address	- Account Owner (= first and last name) - Customer (= e.g. pharmacy) ID - Ship-to address - Sold-to address - Billing Address - Customer (= e.g. pharmacy) VAT-ID	
<b>Categories of data subjects</b>	- Customer Owner (primary user / customer) - Customer Business Employee (secondary user / customer)	- Customer Owner (primary user / customer)	- Website visitors	- Customer Owner (primary user / customer) - Customer Business Employee (secondary user / customer)	- Customer Owner (primary user / customer) - Customer Employee (secondary user / customer) - Service Agent (ARVATO) - Service Agent (Client)	- Customer Owner (primary user / customer)	- Customer Owner (primary user / customer) - Customer employee (secondary user / customer)	- Customer Owner (primary user / customer) - Customer employee (secondary user / customer)	
<b>Recipients of the Data</b>	Arvato's sub-processors			Arvato's and Clients' sub-processors					
<b>Third Country Transfer</b>	If the sub-processors are based outside the EU / EEA, this may result in your data being transferred to a country where a level of data protection appropriate to the EU / EEA cannot be guaranteed. However, such a level of data protection can be ensured with a suitable guarantee. Standard contractual clauses provided by the EU Commission, for example, can be considered a suitable guarantee. Any guarantees may be waived in exceptional cases, for example if you give your consent or if the transfer to a third country is necessary for the fulfilment of our contractual relationship. The EU Commission has also recognised certain third countries as safe third countries, so that suitable guarantees on the part of the company can also be waived at this point.								
<b>Data Subject Rights - Access (Art. 15 GDPR)</b>	Arvato is the point of contact for enquiries of the users of this platform with regard to data processing within the context of operating the MEDIVERSE-platform. The respective Client is the point of contact for data subjects' (in particular the end customer's employees') enquiries with regard to the data processing in the context of the Order Processing.								
<b>Data Subject Rights - Rectification (Art. 16 GDPR)</b>	Arvato is the point of contact for requests concerning rectification of data in the Mediverse user profile.								
<b>Data Subject Rights - Deletion (Art. 17 GDPR)</b>	Arvato is the point of contact for the deletion if and insofar as the user account on Mediverse is affected. The respective Client is the point of contact for the deletion if and insofar as the personal data collected in the context of Order Processing is affected								
<b>Data Subject Rights - Restriction (Art. 18 GDPR)</b>	Arvato is the point of contact for requests concerning restriction of data usage in the Mediverse user profile.								
<b>Data Subject Rights - Notification (Art. 19 GDPR)</b>	Arvato is the point of contact for notifications of data subjects regarding recipients of the data subject requests.								
<b>Data Subject Rights - Data Transfer (Art. 20 GDPR)</b>	Arvato is the point of contact for requests concerning the data transfer of the Mediverse user profile.								
<b>Data Subject Rights - Objections (Art. 21 GDPR)</b>	Arvato is the point of contact for objections to the data processing of the Mediverse user profile.								
<b>Contact Details Arvato</b>	Mediverse c/o Arvato SE Reinhard-Mohn-Straße 22, 33333 Gütersloh, Germany data-privacy@arvato-supply-chain.com								
<b>Contact Details Clients</b>	Otsuka Pharmaceutical Europe Limited 2 Windsor Dials, Arthur Road, Windsor SL4 1RS, United Kingdom privacy@otsuka-europe.com	Michael Ngero, Data Protection Officer The Charter Building Vine Street, Uxbridge, United Kingdom, Middlesex, UB8 1JG, michael.ngero@regeneration.com	Menarini Stemline Deutschland GmbH Glienicker Weg 125 12489 Berlin Germany dpo@menarini.com	Amicus Therapeutics, Inc. 47 Huffish Street Princeton, NJ 08542 dataprivacyofficer@amicusrx.com					