

PATIENT CONSENT AND PRIVACY INFORMATION

What is the MAX Gilead Support Program?

The MAX Program is a patient support program offered by Gilead for patients in Canada who have been prescribed a Gilead product. It is administered by a third-party service provider (the “Program Administrator”). Program Services may include:

- reimbursement navigation and financial assistance;
- education, compliance, and adherence support; and
- coordination and delivery of medication.

I have discussed the Program with my Healthcare Provider and understand that my participation in the Program is voluntary. I also understand that Gilead reserves the right at any time and without notice to cancel the Program in its entirety or modify any aspect of the Program, including its eligibility criteria, the scope of Program Services, and/or the Program Administrator.

What personal information is collected about me and why?

To enrol in the Program and receive Program Services, I understand that the Program Administrator will collect the following information:

What personal information will be collected?

- Personal and health-related information about me, including my name, contact details, insurance, and financial information
- Prescription information from me and/or my Healthcare Professionals (including my physician, nurse, or pharmacist), public and private insurance providers, and/or other sources who hold information about me relevant to the provision of Program Services

Why is this information necessary?

- To verify if I qualify for the Program
- To run the Program and offer Program Services
- To contact me by mail, telephone or electronic means (including email and text messaging) about the Program, my Program Services, and to obtain feedback about my Program experience
- To get additional information relating to reporting obligations
- To assist with money matters, like figuring out reimbursements and financial assistance, including looking into my insurance benefits and handling my insurance claim(s)
- To review and assess how well the Program is doing to make sure it is effective and of good quality; and for monitoring and safety purposes (as explained further below)
- The Program Administrator may also remove identifying details from my information so that I can't be directly identified. This information could then be merged with that from other Program users and shared with Gilead and its related companies. They may use this de-identified information to assess the Program's effectiveness, enhance health treatments, understand product usage and outcomes, and support research, articles, education, training, and business analytics.

Where will my personal information be stored?

My personal information may be processed or stored outside of my province of residence and/or Canada (including in the United States). This means that it may be subject to different privacy laws than those applicable within my province of residence. Those laws may require that my personal information be disclosed to government authorities under different circumstances than would apply in Canada.

How will my information be protected?

The Program Administrator and Gilead will use industry-standard safeguards to protect my personal information. My personal information will not be stored, used, or disclosed except for the reasons specified in this form or as is permitted or required by law. Only the personnel who need to see my personal information will be allowed to access it.

How long will my personal information be kept?

My personal information will be kept only for the time required to fulfil the purposes of the Program and for a reasonable period after, to comply with legal requirements.

With whom might Gilead or the Program Administrator share my personal information?

Gilead may share my personal information to the following categories of third parties:

Category

- A new Program Administrator
- Service providers
- Gilead's affiliates
- Local or international health authorities

Why?

- To ensure continuity of the Program Services to me
- To report adverse drug events
- To monitor product complaints

What rights do I have with respect to my personal information?**Right of access and correction**

I may access the personal information Gilead holds about me and, where appropriate, request that Gilead correct it as permitted or required by law.

I may also request the deletion of outdated or inappropriate information or provide written comments.

To exercise these rights or get information about additional rights, I may contact the Program Administrator's privacy officer at gilead.pss@smartsti.com.

Right to withdraw consent

I can modify or withdraw my consent to the use and disclosure of my personal information at any time.

If I withdraw my consent, I may no longer be able to receive Program Services in the future. Withdrawing my consent will not affect any activities relating to my information prior to my withdrawal.

How long is my consent valid?

If I do not withdraw it, my consent will be valid as long as necessary to fulfil the purposes of the Program.

How can I get more information?

To express a privacy-related concern or to inquire about privacy practices for the Program, I can contact the Program Administrator's privacy officer at any time at gilead.pss@smartsti.com or 1-855-711-4629.

Gilead and the Program Administrator will handle my personal information in accordance with Gilead's Privacy Policy, available at https://www.gilead.ca/-/media/gilead-canada/pdfs/privacy_en.pdf