

## Terms and condition of use website

### Please read this policy carefully

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These Terms constitute a legal agreement between you and Medsurge Healthcare Pty Ltd (**Medsurge**). Medsurge reserves the right to amend these Terms at any time, and without notice to you, including in order to reflect the current range of products, services and policies. Your continued access to and use of this website will be deemed as your acceptance of the version of these Terms current at the time you access or use this website. Accordingly, you should regularly check the Terms and Conditions of Use before using the website to keep informed of any changes to the Terms.

#### Australian intended audience

This website and its contents are directed to residents of Australia only and are intended to comply with the laws and regulations of Victoria and the Commonwealth of Australia.

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Nothing on this website should be interpreted as a promotion or solicitation of any product or service that is not approved and/or authorised under the laws and regulations of Victoria and the Commonwealth of Australia. Information on this website is not medical advice. If advice or recommendations are given on this website, these should be understood as being for general information purposes only.

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- knowingly transmit any virus or other disabling feature to this website
- otherwise violate the security of the website, nor any right of Medsurge;
- use any robot, spider, other automatic or manual process or device to 'screen scrape', monitor 'mine', or copy web pages on the website or the content contained therein;

- provide anything appearing at the website to or in association with any use of artificial intelligence;
- use any devices, software or routine to interfere or attempt to interfere with the operation of the website;
- do or cause any thing or action that results in an unreasonable or disproportionately large load on Medsurge's IT systems or network; or
- attempt any of the above acts or permit another person to do any of the above acts.

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You agree that any liability to you at law will be reduced by the extent, if any, to which you contributed to any loss incurred by you.

## Privacy Policy

The Privacy Policy on our website [go.medsurgehc.com/privacy-policy](https://go.medsurgehc.com/privacy-policy) forms part of these Terms. By agreeing to these Terms, if you provide your personal information to us through this website (including any health related information), you agree that we may deal with your personal information in accordance with our Privacy Policy.

## Information Provided by You

Medsurge shall not be required to respond to any e-mail or other communications. The content of any communications which you send to Medsurge by e-mail or otherwise shall be deemed non-confidential and non-proprietary. Subject to the applicable laws, Medsurge and its affiliates reserve the right to use such communications for any purpose and to reproduce, publish, and disclose this information to third parties without limitation or compensation. Medsurge and its affiliates also are free to use without limitation and without compensation to you any ideas, concepts, know-how, techniques, or the like contained in any communication you send to Medsurge for any purpose, including, but not limited to, developing, manufacturing, and marketing products.

## Emails communication provided by Salesforce Marketing Cloud Account Engagement

We use Salesforce Marketing Cloud Account Engagement to send you emails when you subscribe. By subscribing to these communications and updates, we will collect your personal information for email communication and personalised marketing. We protect your information as the law outlines. You can find out more about how we handle your personal information in our privacy policy.

## Information released through Social Media

News releases, statements, and other content posted on our external website will be the information officially announced by Medsurge, and that information posted through social media accounts do not necessarily express Medsurge's official views.

## Social Media Community Guidelines

We recognise the importance of social media in the communication space. However, in embracing these platforms, we aim to respond responsibly. Below, we have outlined where we are currently active, as well as our terms and guidelines for interacting with us on these platforms. The current platforms we use to reach you, our global audience, are:

- X (Twitter): [twitter.com/MedsurgeHC](https://twitter.com/MedsurgeHC)
- Instagram: [instagram.com/MedsurgeHC/](https://instagram.com/MedsurgeHC/)
- LinkedIn: [linkedin.com/company/medsurgehc](https://linkedin.com/company/medsurgehc)
- YouTube: [youtube.com/@medsurgehc](https://youtube.com/@medsurgehc)

These platforms were created and are managed by Medsurge. Their purpose is to educate the public about health, wellness, the populations we serve, and our company, mission, and values. If you engage with us online – and we hope you will – you are agreeing to our Social Media Community Guidelines. Our accounts are only in English. The content posted by us is for informational and educational purposes only and is NOT professional medical advice.

We are looking to create a positive sharing community on social media. Your feedback is important to us, and when engaging with us online, we ask you to please be respectful of other users. If you do not, we reserve the right to deny or remove comments. If you have a question or comment that is not relevant to the topics of discussion taking place on the social media channel, please contact us here: [medsurgehc.com/#contact](https://medsurgehc.com/#contact).

Mentions, comments, likes, favourites, and retweets are welcomed! However, please note that the pharmaceutical industry is highly regulated, and as a result, we may not be allowed to respond to and may delete mentions, direct messages (DMs) and replies that:

- Include profanity, defamatory, libellous, offensive, abusive, discriminatory or demeaning content (including images, videos, and links)
- Are disparaging, threatening, condone violence or illegal behaviour
- Offer health or medical advice
- Are commercial or advertising, (e.g., sell products and services, or recruit fans and followers)
- Are considered spam or are excessively repetitive and/or disruptive to the community
- Ask questions directly related to financial, legal, regulatory, confidential information or medical issues
- Violate the social media platform rules

Please note that accounts we follow/interact with or accounts that follow/interact with us on our various accounts are not an indication of Medsurge's endorsement of these third-party accounts or the content they produce. Additionally, favourites, likes, comments, and/or retweets do not indicate endorsement. We love to share great content and may provide links or references to other sites as part of our social content. We claim no responsibility for the accuracy of content on other sites and shall not be liable for any damages or injury arising from that content.

Please do not use these platforms to report adverse events or medical side effects. If you believe that you have experienced any medical side effects or reactions from a Medsurge product, please consult your physician, pharmacist, or other healthcare professionals immediately. You can also directly report adverse events and medical side effects by completing the form at [go.medsurgehc.com/au-adverse-event-form](https://go.medsurgehc.com/au-adverse-event-form).

We will do our best to answer your questions. However, as we are a highly regulated company, sometimes we are unable to respond or are unable to provide a response quickly. If we are taking a little while to reply or don't respond, please know that we are not ignoring you – we are listening and will aim to respond to everyone we can promptly when appropriate. Nevertheless, Medsurge reserves the right to respond and does not guarantee a reply.

Thank you for connecting with us on social media.

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