



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

Community engagement guidelines

MSD's social media channels offer a place for community members to learn about our corporate initiatives and programmes, including those in health and wellness, 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.

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 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 products or products from other companies, or from offering health or medical advice.
- Comments or posts that are factually inaccurate or misleading, include personal or graphic medical information, are spam or are soliciting business for MSD or for third party sites, initiatives or products, contain promotional material, are inappropriate, violate another's copyright or intellectual property or individual social media platform rules, use profanity or are defamatory may be removed.

Please note that the accounts that we follow, or are followed by, are not an indication of an endorsement by MSD or the content they produce.

Comments made by third parties that mention @MSDintheUK, on feeds that @MSDintheUK follows, or on other platforms by third parties, do not necessarily represent the opinion of MSD or any of its alliance partners.

Side effects or adverse events

If you believe that you, or another person, may have experienced side effects or reactions while taking an MSD product, you should immediately consult your physician, pharmacist or other healthcare professional.

In order to monitor the safety of MSD products, should your comments mention an adverse event or side effect following or during the use of an MSD product, we encourage you to report this to MSD by calling us at 01992 467 272, including outside of office hours or in an emergency, or by e-mail at pv.uk@msd.com.

Furthermore, side effects or adverse events should additionally be reported to www.mhra.gov.uk/yellowcard. Reporting forms and information can be found at www.mhra.gov.uk/yellowcard or if you search for MHRA Yellow Card in the Google Play or Apple App Store.

If you wish to report an adverse event or side effect, please provide the patient's initials, age, date of birth and gender, your own details as the reporter, the name of the MSD product, and the specific details of the side effect or adverse effect experienced while using MSD product or the product quality complaint, including dates.

Social media should not be used to report any side effects or reactions from an MSD product. We do not advise sharing personal health information on the Internet in any circumstances.

Privacy

Any personal data provided by you will be treated by MSD with full respect of your privacy and you have the right to access your personal data.

MSD 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.msdprivacy.com>

MSD 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 pages.

All third-party service providers assisting MSD 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 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.