

# Edwards Lifesciences Privacy Statement

*Last Updated September, 2025*

## Who We Are

Edwards Lifesciences Corporation, Edwards Lifesciences LLC, and their affiliated companies (collectively “Edwards Lifesciences,” “our,” or “we”) recognize the importance of online privacy and are committed to respecting your privacy. This Privacy Statement describes our policies and practices on the collection, use, disclosure, and storage of Personal Information and the steps we take to protect it from unauthorized use or disclosure.

## Purpose and Reach of This Privacy Statement

This Privacy Statement applies to all Edwards Lifesciences websites, online or digital services activities, and mobile applications, including, but not limited to [www.edwards.com](http://www.edwards.com), in which this Privacy Statement is posted or linked (collectively our “Sites”) and, where applicable, will apply to Personal Information that we obtain and process other than through the Sites (for example, Personal Information about our customers, vendors, or service providers in the course of doing business).

Edwards Lifesciences is a global group of companies headquartered in Irvine, California, in the United States. Many of our IT and other functions are administered centrally by Edwards Lifesciences LLC in the United States, and any information that you provide or we collect may be transmitted to a country other than your country of residence for processing or storage, and it may also be communicated to third parties hired by us to provide services such as website hosting, database management, or analytics. By using this Site, you consent to the collection, use, storage, and processing of your Personal Information in the United States and in any country to which we may transfer your Personal Information in the course of our business operations. For more information, please see [\*Transfer of Personal Information to Other Countries\*](#).

If your Personal Information is processed in the European Economic Area (“EEA”), please see our [\*Supplemental European Privacy Statement\*](#), which we have developed pursuant to European data protection laws.

If you are a consumer residing in a U.S. state with a comprehensive privacy law, please see our [Supplemental U.S. Privacy Statement](#), which we have developed pursuant to relevant U.S. state laws, such as the California Consumer Privacy Act (“CCPA”). The Supplemental U.S. Privacy Statement includes general information regarding our collection, use, and disclosure of Personal Information of consumers in those states, as well as information regarding data subject rights requests. If you are a consumer residing in a U.S. state with a comprehensive consumer health data privacy law, such as the state of Washington, please review our [Consumer Health Data Privacy Policy](#) for our privacy practices related to consumer health data.

If you are a resident of California interacting with us as an applicant for a job posting or in a professional capacity—for example, if you are a healthcare provider or an employee of a company with which we do business, or when we undertake employment recruiting activities of California residents—please see the [Supplemental U.S. Privacy Statement](#) for information regarding the processing of your Personal Information.

If you are a resident of California interacting with us as an employee or former employee, or a dependent or beneficiary of an employee or former employee, this Privacy Statement does not apply to you. Please refer to our *California Employee Privacy Notice* for information regarding the processing of your Personal Information. Please email [privacy@edwards.com](mailto:privacy@edwards.com) to request a copy of this Notice.

If you are a resident in New Zealand (NZ), or interact with our affiliates in NZ in any capacity (whether as a customer using our services, a job applicant applying for a job or otherwise), please see our Supplemental New Zealand Privacy Statement, which we have developed pursuant to NZ’s data protection laws.

Please note that our Sites might offer links to other websites that are owned or controlled by third parties. This Privacy Statement applies only to Edwards Lifesciences’ Sites. We do not control or endorse the content of any third-party sites and cannot accept responsibility for the privacy practices of any websites not controlled by us. We encourage you to review the privacy policies of any third-party sites prior to providing them with any of your Personal Information.

Please review this Statement carefully. To the extent permitted by applicable law, by providing us your Personal Information or otherwise interacting with us, you are agreeing to this Statement.

Click on any of the links below to visit the specific area of this Privacy Statement, or continue scrolling to read this Privacy Statement in its entirety.

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## Information We Collect on Our Sites

This section describes information that individuals might choose to provide to us voluntarily, as well as our practices for the automatic collection and use of visitors’ device–related information and analytics information, such as visitors’ IP addresses and information related to the use and navigation of our Sites.

### Information You Provide

We define Personal Information as information that can (directly or indirectly) identify, locate, or be used to contact you or communicate with you, such as your name, address, telephone number, e–mail address, characteristics, or descriptions (such as gender and date of birth), and other similar and associated information (“**Personal Information**”). Personal Information includes certain subsets of Personal Information that are considered “sensitive” pursuant to applicable laws, such as information about health or medical status, and healthcare products used or services received (“**Sensitive Personal Information**”).

In most cases, we collect Personal Information directly from you. We will ask you for Personal Information, for example, when you interact with us, such as registering on our Sites, using any interactive features or applications, signing up to receive a newsletter, or, a patient who has received one of Edwards Lifesciences’ products may choose to share his or her experiences with us; a person seeking employment may choose to apply for a job online or request additional information about job opportunities; a health care professional might ask that we send information about one or more of our products. Before providing Sensitive Personal Information to us, we urge you to carefully consider whether to disclose it. If you do provide Sensitive Personal Information to us, you are consenting to its use and disclosure for the purposes and in the manner described at the time of collection and as set forth in this Privacy Statement.

Through your use of the Sites, you may choose to provide us with Personal Information that identifies you or your family members. This Personal Information may include a person's name, postal or email address, phone number, Social Security or national identifying number, information about your health or medical condition, or any other information that would allow Edwards Lifesciences to identify or contact you. For example, a patient who has received one of Edwards Lifesciences' products may choose to share his or her experiences with us. A person seeking employment may choose to apply for a job online or request additional information about job opportunities. A health care professional might ask that we send information about one or more of our products, or they might report information about a specific patient. A charitable organization might request a donation.

In addition, some aspects of our Sites may be restricted to use only by licensed health care professionals, and access to those portions of the Sites may require Personal Information to facilitate registration and verification.

In these instances, in order to fulfill your request to use the features of our Sites, we may ask for Personal Information such as your name, postal or email address, phone number, and perhaps a medical license number or other information to verify eligibility to view certain restricted content or to allow you to register for an event. In limited circumstances, such as an adverse event with one of our products, we may also be required to obtain Personal Information about your medical condition to enable required reporting to government regulatory agencies. Health care professionals should ensure that they have obtained their patient's consent (where required) before submitting personal or medical information about their patients.

### **Information We Collect Automatically**

Additionally, through your use of the Sites, we collect information related to your use by automated means, such as the date and time of your website sessions, movements across our Sites, and the browser information and operating system you use and other system settings, as well as the language your system uses and the country, region, and time zone where your device is located (collectively, "**Usage Data**").

Usage Data also includes the IP Address of the device you use to connect to the Internet that is collected by our Site server logs. An IP address is a unique identifier that devices use to identify and communicate with each other on the Internet. In certain circumstances, where we link Usage Data and Personal Information, Usage Data may be considered Personal Information. Usage Data may also allow us to identify the country you are visiting from, so that we may direct you automatically to the content that is appropriate for your country.

### **Digital Advertising, Cookies and Other Data Collection Technologies**

When you use our Sites, we collect different types of Usage Data by automated means, using technologies such as APIs, web services, scripts, cookies, pixels, tags, web beacons, browser analysis tools, and server logs. Using these technologies, we may also collect data about the website you were visiting before you came to our Site, and the website you visit after you leave our Site. We may also use vendors, such as Adobe and Google, to place cookies and collect data to enable certain services we use, including advertising, visitor tracking, personalization, site analytics and security services, including reCAPTCHA, and the data may be disclosed to our vendors for these purposes.

Other data may be disclosed to vendors providing additional services integrated into our Sites, including performance monitoring, user experience components such as user interface frameworks, images and web fonts, maps, and ecommerce functionality. When we send email communications, we may place a web beacon or similar tracking technology in the email to know whether your device is capable of receiving HTML emails, or to collect data on whether the email or an attachment or link in the email has been opened or forwarded.

When you use our Sites, we may place cookies on your computer. Cookies are small text files that websites or mobile apps send to your computer or other Internet-connected device to uniquely identify your browser or to store data or settings in your browser. Cookies allow us to recognize you when you return. They also help us provide a customized experience and enable us to detect certain kinds of fraud. Some of our Sites may use Web Storage instead of cookies.

We may use or request to use cookies from third-party advertising companies that may place an advertising tag on your web browser. The advertising tag allows third parties to serve our ads to you on other websites and digital services. These companies may use information obtained from cookies and other data collection tools in order to measure advertising effectiveness and to provide advertisements of interest to you on these other websites.

You can also opt-out of receiving targeted advertising from Network Advertisers by clicking the “Ad Options” icon on the advertisements or by going to [www.networkadvertising.org](http://www.networkadvertising.org). In addition, the Digital Advertising Alliance maintains a web site where consumers can opt out from receiving interest-based advertising from some or all of the network advertising companies participating in the program ([www.AboutAds.info/choices](http://www.AboutAds.info/choices)).

In many cases, the data we collect using cookies and other tools is only used in a non-identifiable way, without any reference to Personal Information. However, under some privacy and data protection laws, this data could be considered Personal Information. This Privacy Statement governs how we use this data when it is considered your Personal Information.

# Information Provided to Us Outside the Sites

We recognize that we might receive Personal Information in ways other than through our Sites. We collect information about our customers and potential customers for the purposes of providing our products and services – such as contact information, financial/billing information, and any other information that is provided to us during the course of doing business. For example, many physicians notify us when a specific valve has been implanted, so that we can maintain a database of the patient that received a valve with a specific serial number. Physicians also notify us of complaints or adverse events with our products and may inadvertently include information about the patient's health. Job applicants may submit paper applications. We also maintain records of purchases by our physician customers and their attendance at educational and other events we host.

We also collect information from our vendors, suppliers, consultants, professional advisors, and other third parties for the purposes of managing and operating our business. For example, we will collect business contact information, financial information, and other information necessary to engage our suppliers and other business partners and to evaluate their performance.

Personal Information is given the same protection by us, whether we receive it through a website or by other means. The descriptions below apply to Personal Information collected or received by us, no matter how the information was received.

## How We Use the Information We Collect

If you choose to provide Personal Information to us, Edwards Lifesciences may use your Personal Information for a range of business, operational, and legal purposes, including:

- To respond to your specific inquiry or request, and to provide you with information and access to resources that you have requested from us;
- To provide, operate, and maintain the Sites;
- To improve the navigation and content of our Sites, system administration, and security;
- To provide you with general health information (such as information on certain health conditions) as well as information about our products and services;
- To provide you with marketing communications and offers for products and services and to deliver advertising (including targeted advertising) to you on this and other websites;
- To process and complete transactions;



- To manage our customer relationships, including to respond to inquiries and comments and providing customer service and support;
- To provide our products and services;
- To create anonymized or de-identified data so that it is no longer Personal Information; To carry out research and development to improve our products and services;
- To assess financial, credit or insurance risks arising from any relationship or prospective relationship with a customer, supplier, distributor, or business partner; or
- To carry out other legitimate business purposes, and other purposes about which we will notify our users and customers.

Furthermore, if you visit one of our facilities, we collect certain limited personal information as part of our visitor management processes including your name; your contact details, your host's name, your photograph, and license plate number for the purposes protecting the health and safety of all those that visit and work from our facilities. At certain locations, we may use CCTV which takes recordings for security surveillance purposes.

We will give you an opportunity to tell us whether we may use your Personal Information to send you other information about Edwards Lifesciences' products, activities, or opportunities. In most circumstances, you will be able to "unsubscribe" from these communications by following the instructions provided at the time you sign up for the communications or that are included in such communications. Edwards Lifesciences does not sell Personal Information to third parties for the third parties' marketing purposes.

We may use the Usage Data we and our partners collect during your future visits. This information allows us to direct you to specific content on the Sites that may be of interest and to remember your computer/device the next time you visit. If you visit multiple Edwards Lifesciences Sites, we may aggregate the Usage Data from your visits to better understand usage of our Sites.

We may use the device-related and analytics information we and our partners collect (about your computer's IP address and through the use of cookies) during your future visits. This information allows us to direct you to specific content on the Sites that may be of interest and to remember your computer the next time you visit. If you visit multiple Edwards Lifesciences Sites, we may aggregate the information from your visits to better understand usage of our Sites.

We may also aggregate this device-related and analytics information we collect from all visitors, which helps us to improve our Sites by monitoring interest in the various Site content and understanding how our visitors navigate the Sites. This information may also help us diagnose any problems with our Sites.

If you choose to provide Personal Information to us, we may combine that information with the non-Personal Information collected through IP address recognition and cookies, to help us understand your specific interests and to deliver pertinent information to you.

## Transfer of Personal Information to Other Countries

Edwards Lifesciences is a global company and any information that you provide or we collect will be available to Edwards Lifesciences affiliates and vendors around the world for purposes that are consistent with this Privacy Statement. This means that your information may be communicated to a country other than your country of residence for use, processing, or storage, and it may also be communicated to third parties hired by us to provide services such as website hosting, database management, or analytics services. Some of these countries may not have data protection laws that are equivalent to the laws of the country where you reside and governments of some of these countries, such as the United States, may have access to your Personal Information, but we have taken measures to ensure your Personal Information remains protected to the standards described in this Privacy Statement, wherever it is processed.

If you choose to provide your Personal Information to us via the Sites, this provision of information and your continued use of our Sites constitutes your acknowledgement of and consent to such transfers.

In addition, where necessary and applicable, Edwards Lifesciences may transfer Personal Information relating to individuals in the European Economic Area, the United Kingdom, and Switzerland to other countries in reliance on the [Standard Contractual Clauses](#) or other similarly approved contractual language.

## Disclosure of Information to Third Parties

While we do not directly sell, rent, or loan your Personal Information, we may share your information with companies, organizations, and individuals outside of Edwards Lifesciences as described below.

Please note that certain U.S. state laws have adopted a broad definition of a “sale” and may treat certain of these disclosures as “sales” under their definitions. Please see our “[Supplemental U.S. Privacy Statement](#)” for additional information.

We may share your Personal Information with Edwards Lifesciences’ affiliates, with our business collaborators, and our product co-promotion and co-development partners, marketing and advertising



agencies, and social media companies and platforms for the purposes set forth above and elsewhere in this Privacy Statement.

We may share Personal Information with our service providers, who are bound by law or contract to protect Personal Information and only use Personal Information in accordance with our instructions or the agreements we have signed. For example, we may share Personal Information with service providers who provide data processing or fulfillment services for us.

We may disclose Personal Information for legal and law enforcement purposes. This includes in response to legal process, for example, in response to a court order or a subpoena, or in response to a law enforcement agency's request. For example, if you use a Site to report an adverse product experience, we may be required to report that information to the U.S. Food and Drug Administration (FDA) or to similar regulatory agencies in other countries.

We also may disclose such information to third parties: (i) in connection with fraud prevention activities, (ii) where we believe it is necessary to investigate, prevent, or take action regarding illegal activities, (iii) in situations that may involve violations of our terms of use or other rules, (iv) to protect our rights and the rights and safety of others, (v) as needed to support external auditing, compliance and corporate governance functions, and (vi) as otherwise required by law.

We may also disclose your Personal Information to a third party in connection with the sale, assignment, or other transfer of an Edwards Lifesciences' asset(s), which may include associated Sites to which the information relates. We will make it clear to the third party purchaser that it may only use Personal Information that is received from us for purposes consistent with this Privacy Statement. However, in the event of a sale or merger, your continued use of this Site signifies your agreement to be bound by the Privacy Statement and other applicable terms of the subsequent owner or operator.

Please note that we may also disclose data about you that is not personally identifiable. For example, we may publish reports that contain aggregate and statistical data about our customers.

Finally, we may alternatively request your consent to share your Personal Information with some third parties. In those circumstances, we will only share your Personal Information with your consent.

## **How We Protect Information**

Consistent with applicable laws and requirements, we have put in place reasonable physical, technical, and administrative safeguards designed to protect Personal Information from loss, misuse, alteration, theft, unauthorized access, and unauthorized disclosure consistent with legal obligations and industry

practices. However, as is the case with all websites, applications, products, and services, we unfortunately are not able to guarantee security for data collected through our Products and Services.

We are not responsible for any interception or interruption of any communications or for changes to or losses of data through the internet. Users of the Sites are responsible for maintaining the security of any password, user ID, or other form of authentication involved in obtaining access to password protected or secure areas of the Sites. It is your responsibility to safeguard any passwords, ID numbers, or similar individual information associated with your use of the Products and Services. Any access to the Sites through your user ID and password will be treated as authorized by you. If we believe it is necessary or advisable to help protect your Personal Information and/or the integrity of the Sites, we may suspend your use of all or part of the Sites, without notice.

Unauthorized access to any of the Sites is prohibited and may lead to criminal prosecution.

## **How Long We Retain Personal Information**

We retain information as long as it is necessary and relevant for our business, operational, and legal purposes. In addition, we retain Personal Information to comply with applicable law, prevent fraud, resolve disputes, troubleshoot problems, assist with any investigation, enforce our Terms of Service, and other actions permitted by law. When your Personal Information is no longer needed for Edwards Lifesciences' business, operational, and legal purposes, we dispose of it subject to applicable law. Whenever possible, we aim to de-identify the information or otherwise remove some or all information that may identify you from records that we may need to keep for periods beyond the specified retention period.

## **Your Privacy Rights**

In your use of the Sites, you will be given opportunities to make choices about the data we receive and how we use it.

### **Opting Out of Communications**

If you provide Personal Information to us, we may from time to time send you communications, including electronic communications about products or services. You may change your mind at any time and opt out of communications by following the instructions in any email communications we send you.

### **Cookie Preferences**

We use first party and third-party cookies for several reasons, as described above. Some cookies are required for technical reasons in order for our Sites to operate, and we refer to these as “essential” or “strictly necessary” cookies. These cookies are required. Other cookies (including third party cookies) enable us to track the interests of our users in order to help us deliver more relevant marketing communications and to improve the features of our Sites. The specific types of first- and third-party cookies served through our Sites and the purposes they perform are described in the Cookie Preference Center.

Your Web browser settings allow you to change your cookie settings, and you may modify your cookie preferences by clicking “Cookie Preferences” in the website footer of the site you are visiting. Please be aware that if you choose to reject cookies, you may still use our Sites though your access to some functionality and areas of our Sites may be restricted. You also have the options described above in the [\*Digital Advertising, Cookies and Other Data Collection Technologies\*](#) section of this Privacy Statement.

### **Data Privacy Rights – U.S. States with Privacy Laws**

U.S. consumers residing in a state with a comprehensive privacy law, such as California, should visit the [\*Supplemental U.S. Privacy Statement\*](#) for more information regarding their privacy rights and the designated methods for making data subject rights requests under their respective state laws.

If you are a consumer residing in a U.S. state with a comprehensive consumer health data privacy law, such as the state of Washington, please review our [\*Consumer Health Data Privacy Policy\*](#) for our privacy practices related to consumer health data.

### **Data Privacy Rights – EEA**

Consumers whose data is processed in the EEA should visit our [\*Supplemental European Privacy Statement\*](#) for more information regarding their privacy rights and choices.

## **Children's Privacy**

Edwards Lifesciences does not intend to collect Personal Information from children under the age of majority without consent from the child’s parent or legal guardian. We do not share Personal Information of anyone under the age of majority with anyone outside of Edwards (except where required by law, with consent, or to our agents who have committed to maintain data privacy).

Children under the age of majority should not submit any Personal Information to us without the express permission of their parent or legal guardian. If Edwards Lifesciences learns that a child under the age of majority has provided us with personal information about themselves or that another user has provided

such information without appropriate parental or guardian consent, we will delete such information from our active databases in accordance with applicable law, unless we are required by law to retain it. If you believe that your child has submitted Personal Information and you would like to request that their information be removed from our systems, please use the contact information in the [Contact Us](#) section below. We will make reasonable efforts to comply with your request.

## Supplemental New Zealand Privacy Statement

Edwards Lifesciences Corporation, Edwards Lifesciences (New Zealand) Ltd., and their affiliated companies (collectively “Edwards Lifesciences,” “our,” or “we”) recognize the importance of online privacy and are committed to protecting your privacy and privacy choices. This Privacy Policy describes our policies and practices on the collection, use, and storage of personal information on [www.edwards.com/au](http://www.edwards.com/au) or any website owned, operated or controlled by us (“Sites”), and when you otherwise engage or communicate with us.

We comply with the requirements of New Zealand’s Privacy Act and the Health Information Privacy Code. We are committed to the privacy principles set out in New Zealand’s privacy legislation. Please see the section entitled “If You Have Concerns about Your Personal Information” for information on contacting us with complaints, questions or concerns.

Please note that our websites might offer links to other websites that are owned or controlled by third parties. This Privacy Policy applies only to your interactions with Edwards Lifesciences and use of Edwards Lifesciences’ Sites. We do not control or endorse the content of any third-party websites and cannot accept responsibility for the privacy practices of any websites not controlled by us. You will be notified when a link takes you to a site that is not owned or controlled by Edwards Lifesciences, and we encourage you to review the privacy policies of any third-party sites.

We will process any personal information we collect in accordance with the applicable law and as described in this privacy policy (unless a separate policy or notice governs that collection). In some circumstances, if you do not provide us with your personal information, certain products and services may be unavailable to you.

### Types of Personal Information

In New Zealand, “personal information” is information about an identifiable individual. Examples include an individual's name, address, email address and date of birth.

The kinds of personal information and ways in which we collect and hold about you depends on the nature of your dealings with us and the circumstances of collection. This includes whether we collect the personal information from you as a health practitioner, patient, customer, supplier, contractor, job applicant or in some other capacity.

The kinds of personal information we collect and handle may include:

- your name or pseudonym, address, telephone number, email address, government issued identifiers , license plate number, residential or work address, your digital or electronic signature and biometric information;
- audio visual information including photographs, video images, CCTV recordings, call center recordings and call monitoring records and voicemails;
- the names, addresses, telephone numbers, email addresses, residential or work addresses of your family members;
- health information such as your Medicare number, insurance policy number, reimbursement data, co-pay data, coverage amount data, health values, sensor reading data, account identification number, claims history, benefits information;
- financial and/or billing information;
- your employer and employer location, job title, medical license number;
- subscription program data, household demographic data, data from social media profiles, education information, professional information, hobbies and interests;
- compliance program data, including signed consent forms, data subject request forms, customer screening records, and other records maintained to demonstrate compliance with applicable laws;
- occupational and environmental safety records, records relating to complaints and investigations, including compliance hotline reports and records of privacy and security incidents, including any security breach notifications; and
- we may collect information about how you access, use and interact with our websites or software platforms, using tools such as Google Analytics. This information may include technical data such as your IP address, the date and time of your website sessions, movement across our Sites, the browser information and operating system you use and other system settings, such as the language your system uses and the country, region and time zone where your device is located.

Given the nature of our business and in connection with the categories of personal information outlined above, we may collect sensitive information about you with your

consent (unless we are otherwise required or authorised by or under law to do so). The kinds of sensitive information we collect and handle may include:

- characteristics such as your age or date of birth, gender, race and ethnicity, citizenship status, religion, sexuality or sexual activity, any disabilities you may have, family status, height, weight, hair and eye colour;
- information about your health or medical status and history including healthcare providers, general disease or product interest, health insurance company and account number, health plan beneficiary, disabilities, medical diagnosis, disease information, treatment history, drug allergies, prescriptions and dosing;
- information about your personal experiences; and
- healthcare products used by you or healthcare services you have received.

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## **Personal Information we collect on our sites**

This policy describes personal information that visitors might choose to provide, as well as our practices for the automatic collection and use of visitors' device-related information and analytics information such as an IP address and a visitor's navigation through our Sites.

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## **Consent to Processing in the U.S. and Elsewhere**

Although this Site content is intended for an audience in New Zealand, any personal information that you provide or we collect, will be available to Edwards Lifesciences affiliates and vendors around the world. Personal information is most likely to be shared with Edwards Lifesciences companies in the United States (where our global headquarters are located) and to our partners and service providers. This means that your personal information may be communicated to a country other than your country of residence for processing or storage, and it may also be communicated to third parties hired by us to provide services such as website hosting, database management, or analytics. We have taken measures to ensure your personal information remains protected to the standards described in this policy, wherever it is processed. Your use of the Sites means you consent to these transfers.



## How we collect personal information – personal information you provide

In most cases, we will collect personal information directly from you in a variety of ways, including:

- through your use of the Sites or our software platforms or applications, such as when registering;
- when you communicate with us in writing, electronically or by telephone;
- when you subscribe to our information services, such as signing up to receive a newsletter;
- when you engage with health care professionals; and
- when you register for or attend one of our events.

For example, a patient who has received one of Edwards Lifesciences' products may choose to share their experiences with us. A person seeking employment may choose to apply for a job online or request additional information about job opportunities. A health care professional might ask that we send information about one or more of our products, or report information about a specific patient. A charitable organization might request a donation.

In addition, some aspects of our Sites may be restricted to use only by licensed health care professionals, and access to those portions of the Sites may require personal information to facilitate registration and verification. A healthcare professional registering to attend an Edwards-sponsored event where travel is provided, might register and have travel arranged for that event through a Site controlled by one of our service providers (such as [www.cvent.com](http://www.cvent.com)).

In these instances, in order to fulfill your request, we may ask for personal information such as your name, postal or email address, phone number, and perhaps a medical license number or other personal information to verify eligibility to view certain restricted content or to allow you to register for an event. In limited circumstances, such as an adverse event with one of our products, we may also be required to obtain personal information about your medical condition to enable required reporting to government regulatory agencies. Health care professionals should ensure that they have obtained their patient's consent (where required) before submitting personal or medical information about their patients.

Although you have the right to refuse to provide the personal information, this means we will likely not be able to fulfill your request.

You may request to engage with us using a pseudonym or whilst remaining completely anonymous, including when you make inquiries with us or send us complaints or feedback. In many instances, we will need your personal information in order to provide our services to you, and it may not be possible for us to provide you with our services if you are engaging with us anonymously or using a pseudonym.

If you provide us with personal information about another person, please make sure that you do so with their consent and tell them about this privacy policy.

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## **How we collect personal information – personal information we collect**

We may also collect personal information from other parties and sources rather than from directly from you, including from:

- healthcare providers;
- health insurance companies (health plans) and other payors or payment processes and financial institutions;
- your authorised legal representatives, employer or principal, family members, and caregivers; and
- from third parties, such as from:
  - service providers who provide us services such as ad delivery companies, digital marketing, and analytics services;
  - publicly available and accessible directories and sources, such as social media;
  - third parties that provide information that helps us maintain the accuracy of our data and understand our customers, including data aggregators and public records providers;
  - consumer reporting agencies and third parties who verify the information you provide, or assist with fraud prevention, detection and mitigation, or companies conducting research;
  - payment processors and other financial institutions;
  - third parties who facilitate, process, and complete transactions for us, such as resellers, sales agents, and program partners;

- service providers who provide benefit verification, program enrolment, and product fulfillment services in connection with our products and services; and
- third parties who provide website and online security services.

We also may automatically collect personal information when you contact or visit us such as when we record calls to our call center or use CCTV cameras in our facilities. In order to improve the online experience, we routinely collect certain information about our visitors and their use of our Sites, including through application programming interfaces, scripts, cookies, pixels, tags, web beacons, server logs, browser analysis tools, and web services.

For example, we record the IP address of each computer that logs onto our Sites. This IP address does not identify you personally, but it does allow us to maintain communication with your computer during your visit. It also allows us to identify the country you are visiting from, so that we may direct you automatically to the content that is appropriate for your country.

We also use “cookies,” which are small text files that are placed on your computer. Cookies allow us to identify your navigation of the Sites and any specific pages or information that you visit. Cookies also allow us to identify your computer the next time you visit so that we can bring you to information on the Sites that may be of particular interest. For aspects of the Sites that require registration, cookies allow us to remember your login information. In addition, we hire third parties to provide services for us, and these third parties may also place cookies on your computer.

Your Web browser allows you to disable these “cookies,” although you should be aware that some aspects of the Sites may not work efficiently without cookies. We may also use vendors, such as Adobe and Google, to place cookies and collect data to enable certain services we use, including advertising, visitor tracking, personalization, site analytics and security services, including reCAPTCHA, and the data may be disclosed to our vendors for these purposes.

We may also place advertisements on third parties’ websites. These third parties may track website usage information, as well as information on “click throughs” from an advertisement to our Sites. This helps us understand the effectiveness of our advertising.

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## **Purposes for which we collect, hold, use and disclose personal information, and how we use the information we collect**

If you choose to provide personal information to us, we may use that personal information for a range of business, operational, and legal purposes, including to:

- identify and communicate with you, respond to your inquiries or requests and to provide you with information and access to resources that you have requested from us;
- supply you with our goods and services, including to:
  - provide you with general health information (such as information on certain health conditions) as well as information about our products and services;
  - undertake direct marketing activities, confirmations and offers for products and services and to deliver advertising (including targeted advertising) to you; and
  - address or investigate any complaints, claims, proceedings or disputes;
- protect the security and integrity of our IT systems, including to provide, operate, and maintain our Sites;
- improve the navigation and content of our Sites, system administration, and security;
- comply with our audit requirements and carry out audit checks, manage our risk and operations, ensure appropriate group management and governance, and assist with internal compliance with our policies and process such as for our administrative purposes and internal record keeping, including to maintain statutory registers;
- process and complete payments made to us;
- manage our customer relationships, including to respond to inquiries and comments and providing customer service and support;
- create anonymized or de-identified data so that it is no longer personal information;
- perform research and analysis including data analytics and statistical activities, to improve or develop our products or services;
- carry out other legitimate business purposes, and other purposes about which we will notify our users and customers;
- undertake surveillance and investigation (including to monitor communications to/from us using our systems), or prevent and detect fraud;
- protect our business against fraud, breach of confidence, theft of proprietary materials, and other financial or business crimes (including as may be required of us by law);
- seek professional advice, including accounting or legal advice;

- comply with our legal obligations and assist government, tax and law enforcement agencies or regulators; and
- consider job applicants for current and future employment.

We will also give you an opportunity to tell us whether we may use your personal information to send you other information about Edwards Lifesciences' products, activities, or opportunities. If at any time you wish to "unsubscribe" from these communications, you may do so by completing this form. Edwards Lifesciences does not sell or otherwise provide personal information to third parties for the third parties' marketing purposes.

We may use the device-related and analytics information we and our partners collect (about your computer's IP address and through the use of cookies) during your future visits. This information allows us to direct you to specific content on the Sites that may be of interest and to remember your computer the next time you visit. If you visit multiple Edwards Lifesciences Sites, we may aggregate the information from your visits to better understand usage of our Sites.

We may also aggregate this device-related and analytics information we collect, which helps us to improve our Sites by monitoring interest in the various Site content and understanding how our visitors navigate the Sites. This information may also help us diagnose any problems with our Sites.

If you choose to provide personal information to us, we may combine that information with information collected through IP address recognition and cookies, to help us understand your specific interests and to deliver pertinent information to you. We may also combine information you provide through our Sites with other information you have provided to us in other ways (for example, if a healthcare professional who has purchased our products uses a Site to request information about other products, we will note the new request in our customer relationship records). This helps us fully understand the different ways in which a person has chosen to communicate with us, to enable us to improve the service we provide.

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## **Disclosure of personal information to third parties**

Edwards Lifesciences does not routinely disclose to third parties the personal information we have collected. However, there are instances where we may share your information with companies, organisations and individuals outside of Edwards Lifesciences including:

- to third parties that perform services for us, where those third parties have agreed to maintain the privacy and security of any personal information they receive from us. For example, a health care professional attending an event where travel is provided, may be connected to a third party with whom we have contracted to make travel arrangements. As part of our hiring process, a third party may be engaged to assist with recruiting efforts or perform a background check on a job applicant and the applicant's personal information may be provided for that purpose;
- with our affiliates or related companies;
- competent regulatory authorities or governmental agencies as appropriate, including where we are required to do so by law;
- with our business collaborators, and our product co-promotion and co-development partners, marketing and advertising agencies, and social media companies and platforms;
- to third parties (where applicable):
  - who are your authorised legal representatives, family members and caregivers;
  - in connection with fraud prevention activities;
  - where we believe it is necessary to investigate, prevent, or take action regarding illegal activities;
  - in situations that may involve violations of our terms of use or other rules;
  - to protect our rights and the rights and safety of others;
  - as needed to support external auditing, compliance and corporate governance functions, or as part of a proposed merger;
  - with whom we have joint marketing and similar arrangements (where relevant);
  - who are services providers such as to complete a transaction, including delivery companies, agents, manufacturers;
  - that are our lawyers, auditors, consultants or other professional advisors, and customers in connection with their audits;
  - who are service provides, including companies who assist with our information technology and security programs, and our loss prevention programs, as well as those who conduct market research on our behalf.

In addition, we may request your consent to share your personal information with a third party.



If a third party buys any of our group members or their assets, or they are otherwise assigned or transferred, we may disclose personal information to that third party in connection with the sale, assignment or transfer. We will make clear to the third party that it may only use personal information it receives from us for the purposes for which it was originally intended.

In some instances, we may be required by law, subpoena, or court order to disclose personal information. For example, if you use a Site to report an adverse product experience, we may be required to report that personal information to the Therapeutic Goods Administration (TGA), Medsafe, or to similar regulatory agencies in other countries.

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## Your privacy choices

In your use of the Sites, you will be given opportunities to make choices about the data we receive and how we use it.

**Do Not Track Signals/Online Tracking.** Some Web browsers may be set to send a “Do Not Track” (DNT) signal to the websites you visit. This signal instructs the website to not collect information about your activities across different websites. We currently do not respond to DNT signals.

However, Edwards Lifesciences does not track your activities on any third-party websites or applications (except for monitoring of your interaction with any of our advertisements on third-party sites), and we do not select content based on your activities on third party sites or applications. However, if you visit more than one Edwards Site, we do track your activities on all Edwards-run websites, so that we can improve your overall experience with Edwards.

**Receive information about Edwards.** If you provide personal information to us, you may be asked whether you wish to “opt in” to future communications. If you choose to “opt in,” we may from time to time send you information about products or services. Even if you permit Edwards to send you additional information, you may change your mind at any time by completing this [form](#) or by following the instructions in any email communication we send you.

**Cookies.** As noted, your Web browser settings allow you to reject all cookies. Please be aware that the Site functions may not work well if you choose to do so.

**Correcting or Changing Your Personal Information.** Please contact us (using the contact details at the end of this policy) if you would like access to or a correction made to the

personal information we hold about you. We will generally provide you with access to or make a correction to your personal information where reasonable and practicable to do so (subject to some exceptions permitted by law) and within a reasonable timeframe. We may charge an access fee to cover the cost of retrieving the personal information and supplying it to you. If you wish to update or correct the personal information you have previously given us, please complete this [form](#).

**Removing Your Personal Information.** You may request that Edwards Lifesciences delete your personal information by completing this [form](#). Edwards Lifesciences will use commercially reasonable efforts to identify and delete your personal information, unless we are prohibited by law from doing so. Please be aware that, because personal information may be stored in multiple locations, it may not always be possible to identify every location where your information is stored, and in some instances it may appear in a non-erasable format.

## Children's privacy

Edwards Lifesciences does not intend to collect personal information from children under age 18, without consent from the child's parent or legal guardian. We do not share personal information of anyone under 18 years of age with anyone outside of Edwards (except where required by law, and to our agents who have committed to maintain data privacy).

Children under 18 years of age should not submit any personal information to us without the express permission of their parent or legal guardian. If you believe that your child has submitted personal information and you would like to request that their information be removed from our systems, please complete this [form](#). We will make reasonable efforts to comply with your request.

## Our commitment to data security and protection

Edwards Lifesciences understands that the security of your personal information is of the utmost importance, and we work to maintain your trust. We generally hold personal information in computer systems, including computer systems operated for us by our service providers. Some information about you is recorded in paper files. We take reasonable steps to protect the security of the personal information that we collect and which you provide to us from misuse, alteration, theft, unauthorised

access, and unauthorised disclosure. This includes taking appropriate security measures to protect electronic and paper materials, and requiring our service providers to do so

We generally will keep your personal information for as long as it is required by us for the purposes for which the information was to be used or disclosed or such longer period as is required by law or regulatory obligations which apply to us.

We take reasonable steps to ensure the personal information we collect, use and disclose is accurate, complete, up to date and relevant. We also take reasonable steps to destroy or de-identify personal information when we no longer require it.

Despite these reasonable efforts to safeguard personal information from loss, theft, alteration, or other types of misuse, we cannot guarantee that such loss will never occur. There is always a risk that a third party, without our authorization, might unlawfully access our systems or otherwise access personal information.

If you have any questions about this Privacy Policy, your personal information, or if you have any concerns about the manner in which we have handled your personal information, you may contact us through this [form](#) or at the below address:

Privacy Officer  
Edwards Lifesciences  
One Edwards Way  
Irvine, California 92614  
Email: [privacy@edwards.com](mailto:privacy@edwards.com)

We will acknowledge your inquiry and respond within 30 days. We may ask you to put your complaint in writing or provide further details about it. We will inquire into your matter and respond to you in writing within a reasonable timeframe. If you are not satisfied with our response, you can contact us to discuss your concerns or lodge a complaint with the Office of the Privacy Commissioner ([www.privacy.org.nz](http://www.privacy.org.nz)).

If you wish to receive a response by email, please be sure to include your name, postal address, and email address. If we do not receive an email address, we will respond by postal mail.

## Changes to our privacy statement

From time to time, we may revise our Privacy Policy. When we do so, the changes will be prominently posted on this section of our Sites, along with the date the changes were made.

Our intention is to use personal information in accordance with the Privacy Policy in place at the time the information was collected. If we change the way in which we use or share personal information, you will be given an opportunity to choose whether to allow us to use your personal information in those new or different ways.

Edwards Lifesciences (New Zealand) Ltd.

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*Last revised in September 2025*