

Malaysia Privacy Statement

(Last updated 14 June 2023)

Edwards Lifesciences Corporation, Edwards Lifesciences LLC, and their affiliated group companies, including Edwards Lifesciences (Malaysia) Sdn Bhd and Edwards Lifesciences (Asia Pacific) Sdn Bhd (collectively "Edwards Lifesciences," "our," "we," or "us") recognize the importance of online privacy and are committed to protecting the privacy and privacy choices of our online visitors and others whose name, postal or email address, phone number, national identifying number, licence number or any other information that would allow Edwards Lifesciences to identify or contact you ("Personal Information") we receive. This Privacy Statement describes our policies and practices on the collection, use, and storage of information on "www.edwards.com" or any website owned, operated or controlled by us ("Sites"), and also applies to Personal Information which we obtain and process other than through the Sites (for example, personal information about our employees, customers, end-users, vendors and service providers in the course of providing our products and services).

Please note that our websites 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 you visit.

Click on any of the links below to visit the specific area of this Privacy Statement that you wish to visit, or continuing scrolling down if you wish to read this Privacy Statement in its entirety.

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Information we collect on our Sites

We have designed our Sites so that visitors can navigate and view Site content without providing any Personal Information to us. This section describes information that visitors might choose to provide, as well as our practices for the automatic collection and use of non-Personal Information such as an IP address and a visitor's navigation through the Sites.

Consent to Processing in the U.S. and Elsewhere

Although this Site content is intended for an audience in Malaysia, any information that you provide or we collect, will be available to Edwards Lifesciences affiliates and vendors around the world. Information is most likely to be shared with Edwards Lifesciences companies in the United States, where our global headquarters are located. This means that your 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.

Information You Provide

Through your use of the Sites, you may choose to provide us with Personal Information that identifies you or your family members. 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 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.event.com).

In these instances, in order to fulfill your request, we may ask for your Personal Information 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 including 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 information, this means we will likely not be able to fulfill your request.

Information We Collect Automatically

In order to improve the online experience, we routinely collect certain non-Personal Information about our visitors and their use of our Sites. 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 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. This information is not personally identifiable.

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 maintain records of purchases by our physician customers and their attendance at educational and other events we host.

We also collect information from our employees, 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, we will use that information for a range of purposes:

- 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 process and complete transactions, including event registrations;
- 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 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;
- To carry out other legitimate business purposes, and other purposes about which we will notify our employees, users and customers;

To perform any administrative process in relation to our employees. 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 contacting us at the email address provided in this Privacy Statement. Edwards Lifesciences does not sell or otherwise provide Personal Information to third parties for the third parties’ marketing purposes.

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.

International processing in the U.S. and elsewhere

Any information that you provide, or we collect, may be disclosed to Edwards Lifesciences affiliates and to our third party service providers around the world for purposes that are consistent with this Privacy Statement. This includes transfers to the United States, where much of our electronic data are stored. If you choose to provide your Personal Information to us via the Sites, this provision of information constitutes your acknowledgement of and consent to such transfers.

This means that your 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, analytics services, travel and event registration. Some of these countries may not have data protection laws that are equivalent to the laws of the country where you reside, but we have taken measures to ensure your Personal Information remains protected to the standards described in this Privacy Statement, wherever it is processed.

Disclosure of information to third parties

Edwards Lifesciences uses third parties that perform services for us, including data processing services, and those third parties have agreed to maintain the privacy and security of any Personal Information they receive from us.

In some instances, we may be required by law, subpoena, or court order to disclose information. 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 may also disclose information where we believe necessary in order to protect the vital interests of any person, or exercise, establish or defend our legal rights.

If a third-party buys any of our group members or their assets, then we may disclose information to that third party in connection with the sale. We will make clear to the third-party purchaser that it may only use Personal Information it receives from us for the purposes for which it was originally obtained.

Finally, we may 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.

Please note that under certain circumstances, we may be required to disclose your Personal Information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

Your privacy choices

In your use of the Sites, you will be given opportunities to make choices about the Personal Information we receive and how we use it. If you choose to not provide us with certain Personal Information, we may not be able to process your Personal Information for the intended purpose.

Receive information about Edwards. If you provide Personal Information to us, you may be asked to confirm whether you would like to receive future communications, including e-mail communications. If you confirm, we may from time to time send you information about products or services. Even if you confirm that Edwards to send you additional information, you may change your mind at any time by contacting us at the email address provided in this Privacy Statement or by following the instructions in any email communications we send you.

Cookies. Please refer to your browser settings for information about how to accept or refuse cookies and similar tracking technologies.

Accessing, Correcting or Changing Your Personal Information. If you wish to access, update or correct, amend or delete the Personal Information you have previously given us, please contact us at the email address provided in this Privacy Statement. We will consider your request in accordance with any applicable laws.

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 interactions 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. 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.

Removing your Personal Information. You may request that Edwards Lifesciences delete your Personal Information by contacting us at the email address provided in this Privacy Statement.

Children's privacy

Edwards Lifesciences does not intend to collect Personal Information from children under age 13, without consent from the child’s parent or legal guardian. We do not share Personal Information of anyone under 13 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 13 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 contact us at the email address provided in this Privacy Statement. 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 use industry-standard technological and organizational measures to protect the security of the information that we collect and that which you provide to us.

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 concerns about your Personal Information

If you have any questions about this Privacy Statement or about your Personal Information, you may contact us through the below address:

Malaysia Contact Person

Thinakaran Raveendran, Senior Manager Human Resources
Edwards Lifesciences
B03-A-15-01, Menara 3A
No.3 Jalan Bangsar, KL Eco City
59200 Wilayah Persekutuan
Kuala Lumpur, Malaysia
Email: Thinakaran_Raveendran@edwards.com

Global Contact Person

Privacy Office
Edwards Lifesciences LLC
One Edwards Way
Irvine, California 92614
Email: privacy@edwards.com

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 Statement. When we do so, we will post the updated policy and change the "last revised" date below. You are encouraged to check back on this page on occasion in order to remain up to date with our practices.

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

English version of our Privacy Statement

In the event of any inconsistency between the English version and the Bahasa Malaysia version of our Privacy Statement, the English version shall prevail over the Bahasa Malaysia version.

(Last updated 14 June 2023)